

Managed services for identity and access management

Help transform and manage your identity and access management program



Highlights:

- Diagnosing the root causes of your IAM program challenges
 - Transforming your IAM program to meet business objectives and IT goals
 - Running IAM operations and delivering continuous improvements and optimization
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Organizations today must balance the seemingly contradictory imperatives of enabling end-user access to trending apps and tools and protecting sensitive information from breaches, all the while maintaining ever-increasing levels of regulatory compliance. However, many fail to meet one or more of these objectives due to fragmented, stagnant and incomplete identity and access management (IAM) programs that have been developed over time using point-technology solutions. As a result, businesses are exposed to the risk of major losses and miss the competitive advantage of an agile and connected workforce.

IBM Identity and Access Management Services – managed identity can help you diagnose the root causes of issues plaguing your IAM program, transform your IAM program to reach your business and IT goals, and manage its operations while delivering continuous improvements and optimization. Leveraging your current infrastructure, our technical specialists augment your program’s capabilities with a proven operational model and automation to deliver fast and timely business results in a cost effective manner. All services are designed to support a variety of IAM solutions, including cloud-based, hybrid and on-premises.

Diagnosing the root causes of your IAM program issues

The managed service is designed to help you identify the root causes of your IAM challenges in order to improve your capabilities. Whether it be poor user experience, low business adoption rate, or failure to meet SLAs, many challenges are intertwined, magnifying their impact when observed in relation to one another. To address this issue, our solution has been designed to be comprehensive in scope as opposed to focusing on each component by silo or independently. Our security specialists leverage a deep understanding of the interdependencies across the business, IT and security goals, and operational effectiveness to diagnose the issues at hand using our methodology and framework.



Transforming your IAM program to meet business objectives and IT goals

Our security specialists design a solution based on the root cause diagnosis as well as your defined business outcomes and service levels. By applying a design thinking approach, this service ensures that the needs of all of your stakeholders are met, thereby rapidly increasing the business adoption and standardization of your IAM program. We complement your existing technology with industry leading practices augmented by the latest developments in Robotic Programming Automation (RPA) and Cognitive solutioning. The result is a scalable set of capabilities that can help enhance your ability to support an evolving IT landscape driven by the adoption of cloud, IoT, mobile, and social technologies.

Running operations and delivering continuous improvements and optimization

Our security specialists then manage the operations of your IAM program with a focus on continuous improvement. They collect the right metrics about the performance of the operation, then analyze the data from these metrics to optimize operations on an on-going basis. Integrated engineering and operations teams ensure that your IAM program is meeting your business outcomes with end-to-end visibility of your business transactions – from the end-user to applications to databases and infrastructure.

Why IBM?

IBM Security Services professionals can offer virtually unparalleled IAM expertise, broadened by their access to IBM's research and development team. Available worldwide, IBM experts can tailor their recommendations to your region's unique circumstances. Their approach to managed services examines impact at every level of your organization—from business strategy to applications to IT infrastructure—to help you implement an IAM program designed to meet your business and IT objectives.

For more information

To learn more about the IBM Identity and Access Management Services – managed identity, please contact your IBM marketing representative or visit the following website: <https://www.ibm.com/security/services/identity-access-management/managed-identity>



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Produced in the United States of America
January 2018

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