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Microsoft Solutions Partner

Digital Identity Services Brochure

2024

protecting organisations, connecting people

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01

About Us

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Protecting organisations, connecting people.

Bespoke external IAM solutions that drive growth, reduce friction, and improve security.

- Based in Edinburgh, UK
- 10 years specialising in digital identity
- Over 50+ identity specialists
- Digital Identity and Access Management (IAM) consultancy and bespoke integration
- Recognised as the Microsoft Entra Go-to-Market Partner for Identity and Access Management
- Decentralised platform developer of Cenda, to augment the Microsoft Entra product family

ABOUT CONDATIS

We deliver bespoke Identity and Access Management solutions leveraging Microsoft Entra.

We design solutions that simplify onboarding, enhance security, and boost overall business efficiency for clients globally, meeting business needs and goals with precision and excellence.

OUR MISSION

We're on a mission to empower organisations to accelerate their growth in the digital economy using trusted digital identities.

Our firm belief is that giving our users control and transparency over how their data is stored, shared and managed can shape a world where trust between individuals and organisations is a reality.

SECTORS

- Government
- Education
- Travel & Tourism
- Utilities
- Finance & Insurance

AWARDS

2022 award winner for Partner Excellence in Microsoft Entra Verified ID

CYBER ESSENTIALS PLUS

We are a Living Wage Employer

CfA Centre for Assessment ISO 27001 Information Security UKAS MANAGEMENT SYSTEMS 0120

CfA Centre for Assessment ISO 9001 Quality Management UKAS MANAGEMENT SYSTEMS 0120

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02

Trusted Identity Advisors

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Your Microsoft Entra Identity Partner

Today, organisations face the ever-growing challenges of securing digital ecosystems while ensuring seamless access to critical resources.

Our unique identity expertise and alignment with the entire Microsoft Entra identity suite allow us to provide you with a comprehensive and holistic identity strategy that puts your users first.

The architecture we will recommend is designed to safeguard your organisation's digital services. Our close collaborative approach to customer engagements is built on trust.

We will provide you with a trusted identity advisor, which is key to identifying and understanding your business requirements and maintaining your responsibility to protect sensitive data. Our Architects and Business Analysts will work with you to create a strategy and advise you on tooling for migrating or improving your identity capabilities.

This strategic advisory service provides you with a holistic view of your identity and security strategy, looking at the available tools, reviewing your requirements around where you want to be in the future, and providing you with the necessary framework to help you on your journey to that stage.

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Service Features & Benefits

Features

- Multi Factor Authentication (MFA)
- Risk-Based and Behavioural Authentication
- Federated Identity Management (FIdM)
- Frictionless Joiner, mover, leaver processes
- RBAC (Role-Based Access Control)
- Guaranteed Identity Verification
- Audit, Reporting & Business Intelligence (BI)
- Identity decentralisation

Benefits

- Fully integrated Entra systems designed to work together
- Increase security for staff and external users
- Reduce time to on-board applications and users
- Achieve / increase identity assurance.
- Reduce risk of fraud, malicious error
- Secure applications against credential compromise
- Standards compliant
- Known migration paths from existing systems.

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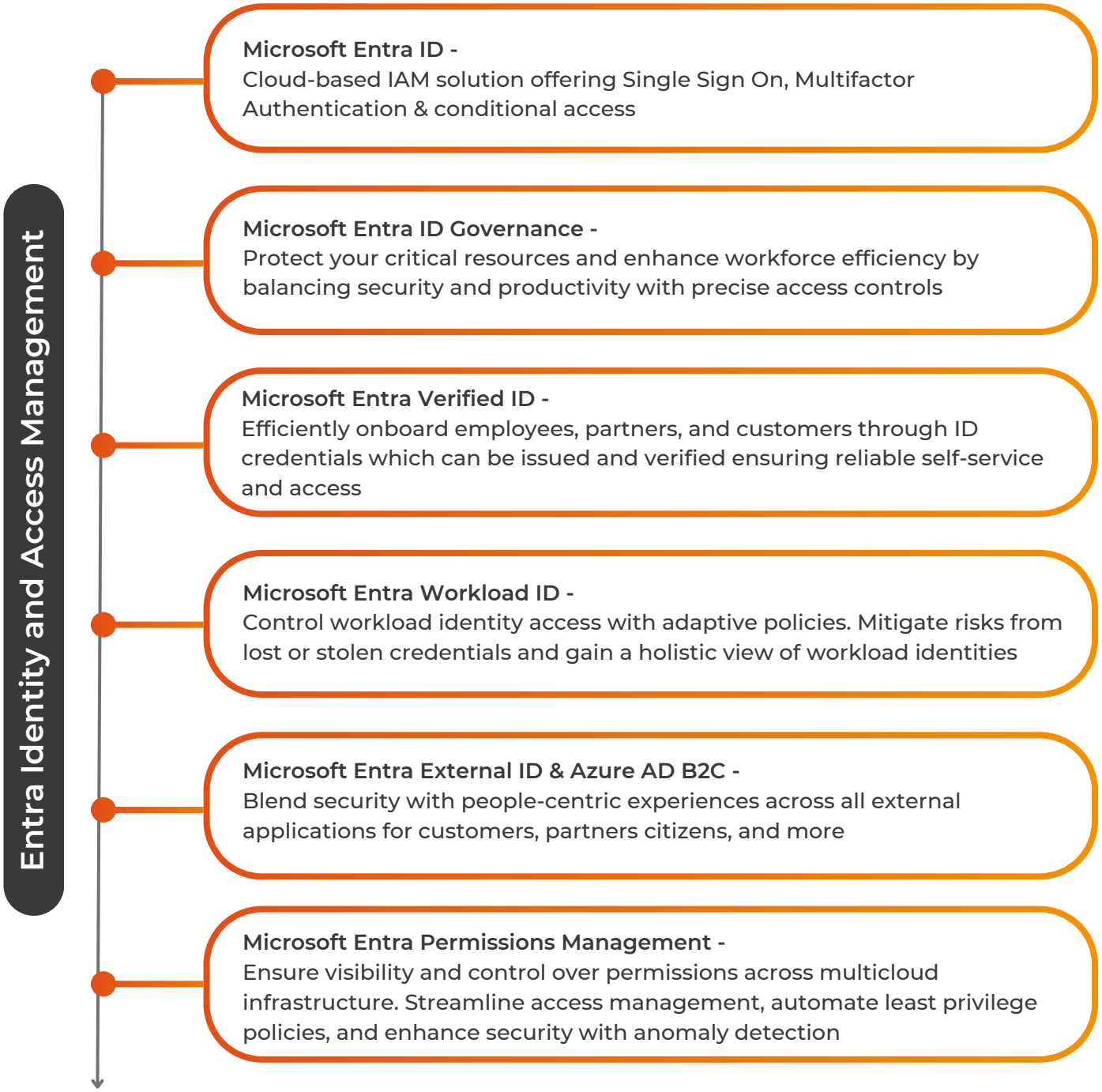
Your path to success leverages the entire Microsoft Entra Platform



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Entra Security Service Edge (SSE)

Microsoft Entra Internet Access - Enhance your organisation's zero trust posture by eliminating network defence vulnerabilities against threats from the open internet.

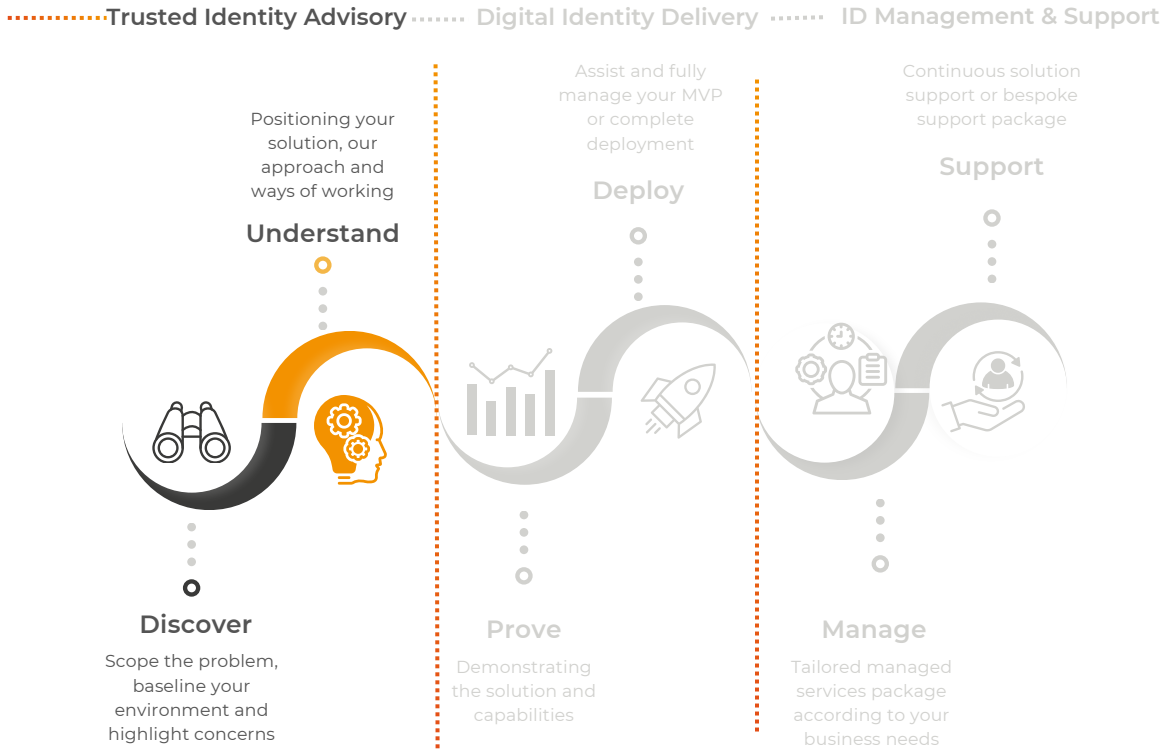
Microsoft Entra Private Access - Enable your users to securely connect to private apps from any device and network, whether on-premise or on the cloud

Working together

Consultancy, architecture and strategic advisory

Together, we will scope your business challenges, baseline your environment and highlight areas of concern. Once we have a sound understanding of your challenge, our architects can provide you with a recommended solution and high level design to suit your needs.

As an organisation that has provided solutions for large-scale global customers, we see commonality across the sectors and projects we work in. This means we can advise you on the right kind of solutions that you can implement for your organisation to help you scale up and modernise systems swiftly and securely.



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Digital Identity Delivery

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Digital Identity Delivery

Security starts with identity, a crucial step in protecting online services. We specialise in creating tailored, resilient identity solutions using the Microsoft Entra Identity and Access product suite. We excel at modernising identity within intricate legacy environments, offering services ranging from PoCs and migrations to comprehensive, integrated internal, external, decentralised, or hybrid systems through to strategic advisory.

Strategy, Architecture, and Security

Identity is key to digital transformation. Our team of experts, skilled in architecture, analysis, and security, helps shape your bespoke identity strategy. We're experts in frameworks like IEF and DID, ensuring smooth integration and minimal user disruption. Through structured workshops and assessments, we identify key business requirements and provide strategic solutions.

Customised and bespoke approach

At Condatis, we recognise that software delivery isn't one-size-fits-all, so we tailor our software delivery to your unique needs. Our experienced consultants specialise in digital identity, using Agile methodologies like SCRUM, Scaled Agile, or Kanban for collaborative development. We also offer a tailored waterfall approach when requirements are clear, ensuring maximum value, transparency, and control for your project.

Quality you can trust

As an ISO 9001, ISO 27001, and Cyber Essentials plus certified company, quality is paramount in our delivery process. We employ Test Driven Development (TDD) for robustness, with fully automated testing whenever possible. Our engineers customise automated test frameworks for load, scalability, and usability, aligning solutions with your environments and use cases. We integrate Threat Modelling from design to mitigate security risks, following the Microsoft Secure Development Lifecycle (SDLC).

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Service Features & Benefits

Features

- Multi Factor Authentication (MFA)
- Customer Experience mapping
- Internal Trust Framework model curation
- Frictionless Joiner, mover leaver processes
- RBAC (Role-Based Access Control)
- Guaranteed Identity Verification
- Audit, Reporting & Business Intelligence (BI)
- Identity decentralisation

Benefits

- Fully integrated Entra systems designed to work together
- Leverage your existing infrastructure
- Integration with your existing data stores or third-party systems
- Support completely custom authentication journeys
- Reduce risk of fraud, malicious error
- Full ownership of the solution
- Standards compliant
- Known migration paths from existing systems

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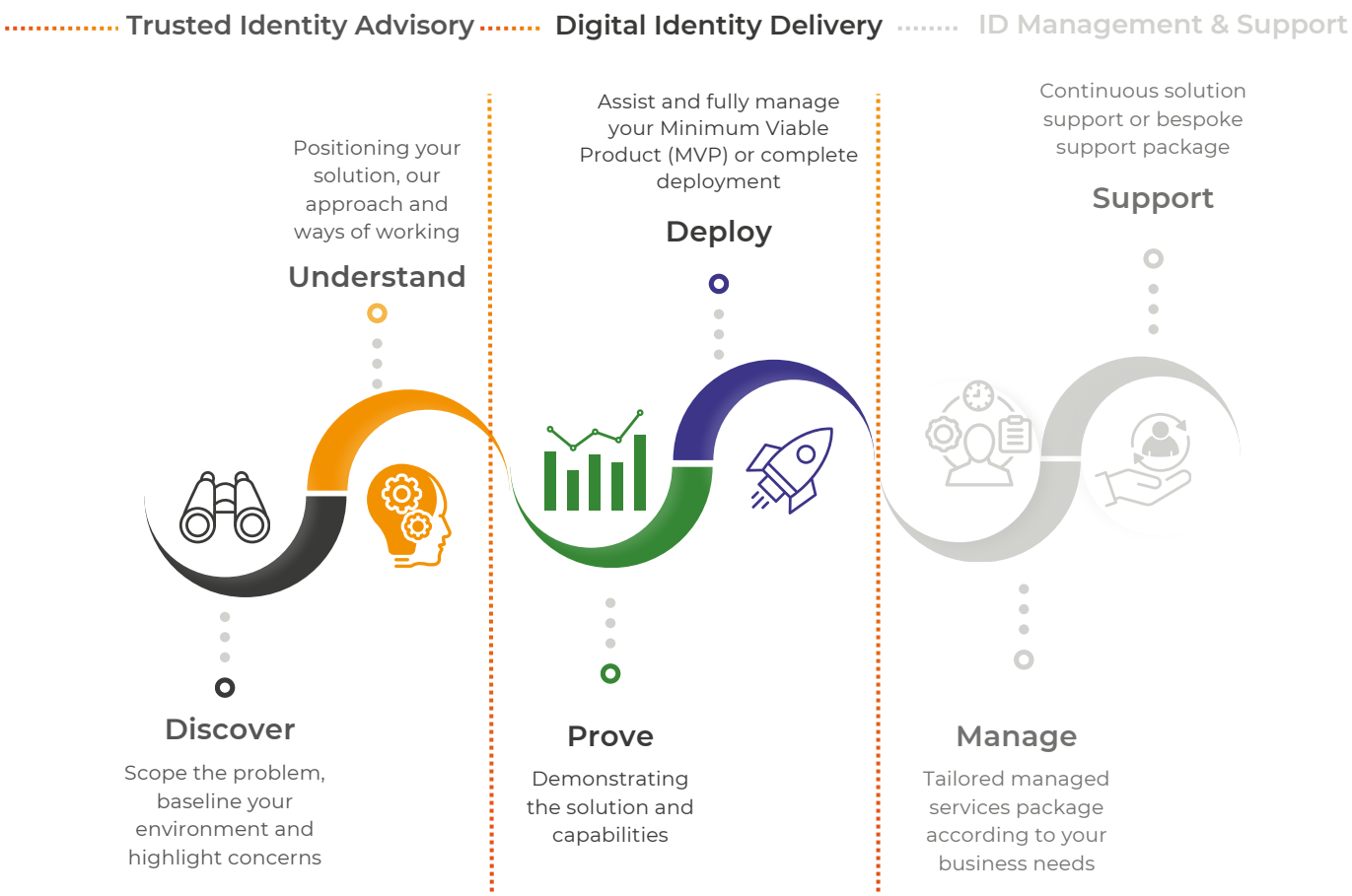
How we work

Planning for the implementation of the appropriate identity system is at the core of this service offering. A clear understanding of your current state and business requirements are key.

From this understanding we'll create an agreed work breakdown structure (WBS) and Statement of work (SoW). Condatis advocate a discovery stage approach which cements the SoW and WBS and translates it into deliverable chunks.

Our team are familiar working with either waterfall or agile approaches and delivering Time and Materials or Fixed Price projects.

In addition, we can deliver plans for small scale PoC or PoVs to assist with planning larger projects.



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Identity Management and Support

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Identity Management and Support

Identity and Access Management evolves rapidly, and your requirements may also be fast-changing. We offer technology guidance and support options that allow us to provide briefs or assessments periodically throughout the year. Alternatively, quarterly peer-to-peer solution architect meetings can be planned to inform you of emerging changes in systems and infrastructure.

As a Microsoft Solutions Partner, our close connection to the Microsoft Identity Engineering Team gives us insider knowledge of beta and private preview technology releases. We can share our insights and pre-releases with you to help assess product suitability for you and support software roll-out. This level of technical guidance and support can be done piecemeal or on a retainer basis.

We offer 24/7 proactive ITIL-aligned support for cloud-based Entra identity solutions through online and telephone channels. Our single point-of-contact service desk manages all queries, service requests, and incidents. Our staff provides expert advice on technology and actively monitors systems as part of a tailored managed service package.

Across all areas of support, we can provide you with the confidence to embrace the changing tides.

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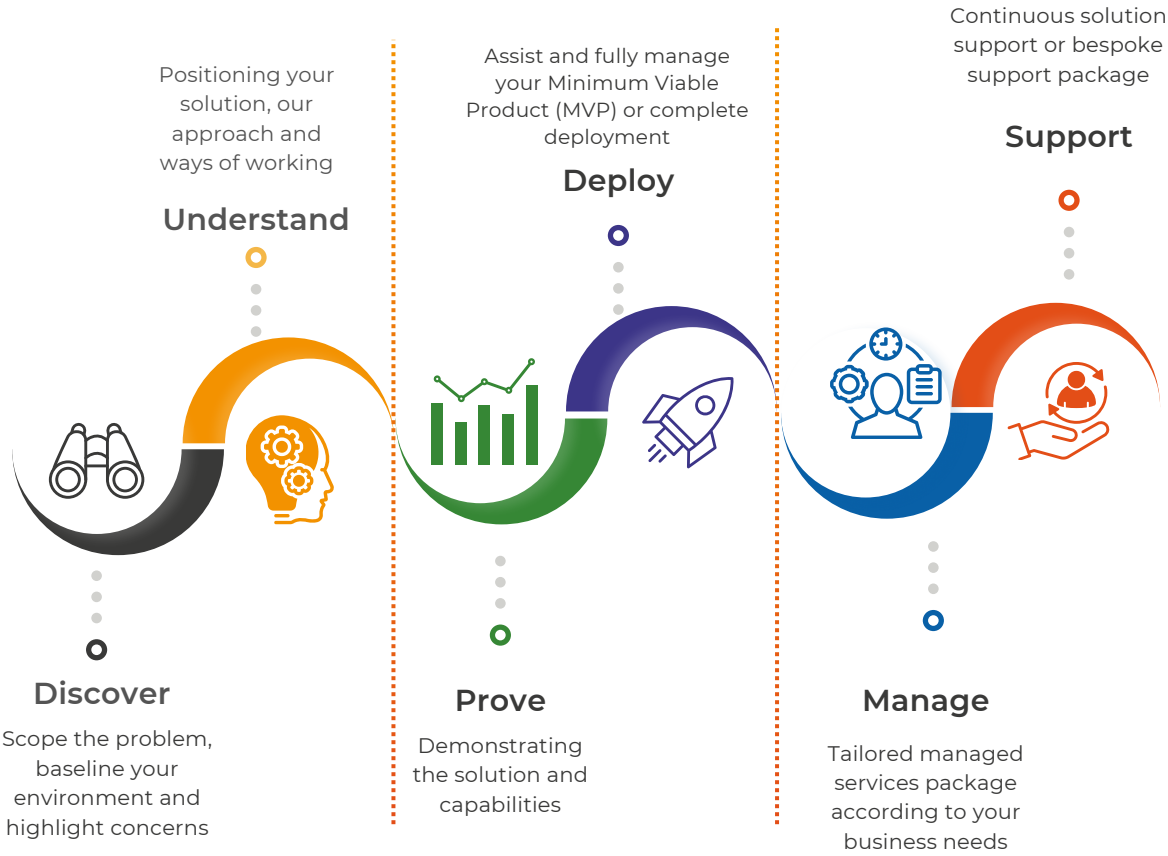
Supporting you throughout your journey

Trusted Identity Advisory ····· Digital Identity Delivery ····· ID Management & Support



Service Features & Benefits

Features

- State of the art specialised IAM multichannel support
- End to end incident, problem management and escalation
- Managed services to actively monitor IAM systems

Benefits

- Decrease support costs and downtime
- Knowledge base to help self-resolution of common issues
- Integrated response across all Entra products

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What do you get from our Managed Services and Support service?

- Peace of mind, knowing that a team of experts are on hand to do the heavy lifting
- No additional training requirements for your team
- Quick and efficient incident resolution, limiting service disruptions for optimal business continuity
- Operating at levels of SOC certification
- ITIL best practices
- ISO 9001 and ISO 27001 certified

In addition, we offer options for Hypercare during periods of change or system launches. This can include containing training documentation, managing communications and elevated levels of support with faster response times.

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Service Level Agreements

Our SLA's for reactive support and proactive managed services are backed by years of support experience. We expect to know when your system is suboptimal before you or your customer do, and we offer the ITIL-defined response times, from P1 to P4.

User Support Options

Condatis can offer various levels of third-line support depending on client requirements. The requirements will depend on your own support resources and support integration needs. Technical account managers and cloud support engineers are available for all levels.

The main support options we offer are as follows:

01

Support call-off
Pre-paid, non-refundable days to be used for support within a given date range. The days are supplied on a best endeavours basis and can be used for advice, break fixes, and troubleshooting.

02

SLA-backed support
These are support days with guaranteed agreed response times which we can align with the customer requirements (e.g. 30 minutes response time and 8 hour resolution time for a P1, or security incident). These can be offered on a UK working hours timetable or 24/7.

03

Hypercare period
We can provide elevated response levels and on call engineering support for go live events or migrations as part of one-off contracts to provide support during digital transformation projects.

04

Fully managed service
An SLA backed 24/7 system similar to option 02, with enhanced alerting, monitoring, and proactive sessions with the customer on development of their systems.

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Customer Testimonials

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Customer Testimonials

Microsoft

– Senior Program Manager (Identity CxP for ExIDs), Microsoft

"Condatis is a Microsoft Gold Partner specialising in External Identity and Access Management (IAM), integrating Azure B2C into new and existing technology. They have worked with some of the largest enterprises and government departments globally always delivering the results that we expect from our Gold partners.

The team at Condatis show their passion, dedication, and competency every time we engage with them, whether it's bringing them into a customer engagement or when we look for some thought leadership in this space. I would have no hesitation recommending Condatis as your IAM specialist partner to ensure a successful deployment."

"I can honestly say working with you and your team has been a great experience from start to finish. I've worked with many vendors over the years and this has been one of the best engagements I've experienced.

Aside from the competence of your team in delivering on time and on budget the integration of Condatis into our project team was such an easy and pleasurable process. I particularly liked how open and collaborative everyone in your team was and in particular your ability to see the project and challenges from our perspective."

RBC Brewin Dolphin

– Technical Project Manager, Brewin Dolphin

SITA

– Lead Architect, SITA

"Condatis were a joy to work with, very down to earth and knowledgeable throughout."

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Customer Testimonials

Department for Environment Food & Rural Affairs

– Digital Deputy Director, Defra

"To avoid any overlaps within our userbase, Defra have embarked on a project to provide all services digitally and provide a centralised Customer Identity and Access Management system. Condatis have come in to help us achieve our strategic objective to have a single customer record for all our customers, regardless of which service they access and a single login credential to make access easier and smoother.

We have an extensive roadmap of different services that will be digitised and onboarded next. A solution like this would be suitable to support us in continually expanding the available functionality of the platform."

"Condatis were excellent within this project and are clearly very knowledgeable in this area."

Lancashire County Council

– Principal ICT Architect, Lancashire County Council

– Digital Product Manager, Volleyball World

"Great team. Great ethos. Really enjoyed working with all the members on this project. I will be keeping Condatis in mind for future projects and have recommended your services to people in my network."

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Contact our team

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