

Cloud-Native Identity & Access Management (IAM) Delivery and Optimisation

Service definition



Answer

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Company overview

We're driven by technology and innovation, and by their ability to create meaningful change for organisations and the communities they serve. As a proudly independent and employee-owned consultancy, we bring together a diverse, highly skilled team who thrive on tackling complex challenges, working closely with our clients to deliver solutions that make a real difference.

We partner with organisations across multiple sectors, using data, AI and digital to help turn ambition into outcomes. Our work is recognised by leading industry bodies, reflecting our consistent focus on delivering clear, customer-centred results that stand up in the real world.

How we do it

With over 25 years of experience delivering digital transformation, Answer Digital supports organisations through complex change, with deep expertise in cloud-led delivery. We work in close partnership with our clients to innovate responsibly, embed best practice, and deliver outcomes that last.

Every engagement is different, so we build teams around the challenge, not a fixed model. We start by understanding the vision, the users, and the outcome that really matters. From there, we design solutions that fit your technology landscape, tools, roadmap and people.

Collaboration sits at the heart of how we work. We establish ways of working that are sustainable for teams, processes and practice, then iteratively design, build and test together. We continuously learn, refine and evolve, keeping a clear focus on delivering the right outcome, not just shipping technology.

Cloud-Native Identity & Access Management (IAM) Delivery and Optimisation

Service description

Cloud-Native Identity & Access Management (IAM) delivers engineering, architecture and TestOps support to design, run and evolve secure CIAM and SSO platforms at national scale. The service modernises legacy identity systems, integrates high-assurance verification, ensures resilience, accessibility and compliance across public services. Delivered using Answer Digital's agile, product-led engineering approach.

Features

- Secure enterprise SSO for citizen access to public platforms
- Large AWS estates orchestrated with Lambda and DynamoDB
- Automated biometric and manual identity verification workflows
- Integrated TestOps frameworks for stable release pipelines
- Automated functional and performance testing via Selenium and Locust
- Secure OTP delivery through Gov.notify and SMS gateways
- Responsive multi-platform compatibility testing using BrowserStack
- Public service WCAG compliance through rigorous accessibility auditing
- Robust disaster recovery planning for rapid system restoration
- Continuous security monitoring with integrated threat intelligence feeds.

Benefits

- Support for millions of monthly logins and high-volume registrations
- Regular production releases ensuring rapid, stable deployment
- Pre-verification checks reduce processing fees and operational costs
- Real-time alerting via Splunk and Slack for incident management
- Verification dashboards designed to mitigate identity fraud and attacks
- Streamlined registration journeys including GP linkage key support
- Sovereign UK data storage meeting strict healthcare regulations
- Tier 3 support from specialist developers and platform engineers
- Expertise in modernising high-consequence national legacy infrastructure
- Accelerated on-boarding for new services via API-first architecture.

Pricing

Answer Digital services are available for procurement through either Fixed Price or Time & Materials arrangements. Please refer to our Pricing Document and Rate Card for further details.

Contact details

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