TURNKEY

Turnkey IGA Managed Services

Sept 2025

turnkeyconsulting.com

Start with capabilities, not solutions

Scalable support and on-demand expertise seamlessly integrated into your existing operations

The Turnkey IGA Managed Service Team provides comprehensive, end-to-end management of your SailPoint environment, delivered by an experienced, dedicated team of certified experts that you can trust and build a professional relationship with. Our primary goal is to ensure all of your operational, audit and compliance requirements are fully met through continuous monitoring, proactive management, and ongoing optimisation.

Comprehensive on-demand expertise

- Named, certified engineers provide you with effective resolutions rather than temporary fixes & repeat tickets
- Root-cause focus to reduce recurring issues.

Dedicated technical & process support

- We manage all day-to-day operations so your team can focus on strategy
- Risk reduction through service optimisation

Named resources provided from dedicated MSP pool

Proactive solutions and strategies

- Our flexible support aligns to your business goals and adapts to your evolving needs
- Enhances performance, governance, and future capabilities.

Personalised service management

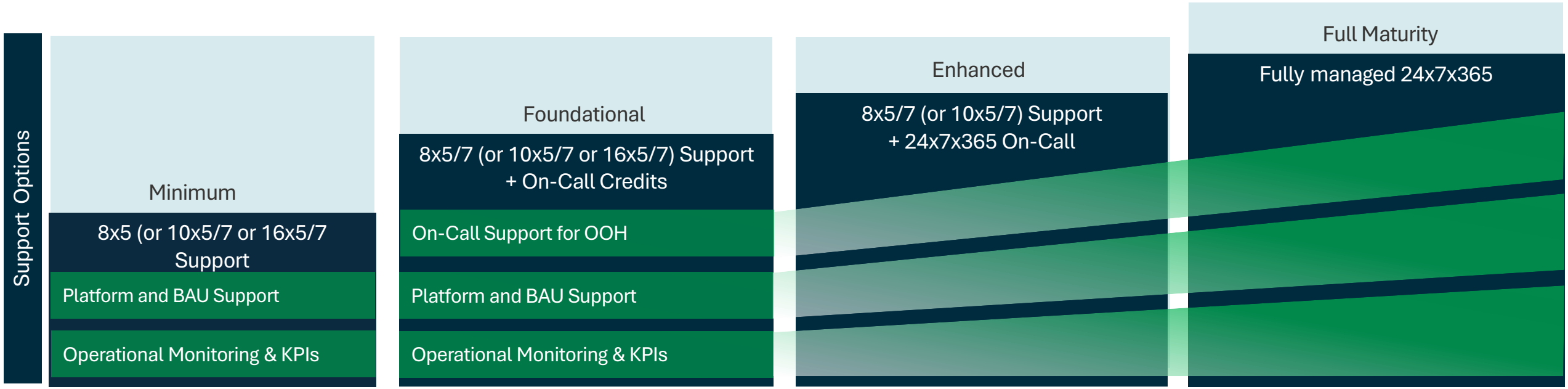
- A dedicated Service Delivery Manager oversees operations, providing you with updates, insights, and peace of mind.

Additional services

- Training & enablement.
- Backlog & enhancement support.
- Documentation & QA testing.

Service Model Offerings

Scalable service model to support and grow with your business needs



We can provide a fully tiered service offering covering L1, L2 and L3 support or we can compliment your existing support teams by providing L2 and/or L3 support

Support Tier	Definitions
L1	Handles basic issues, initial troubleshooting, and ticket routing. Acts as the first point of contact, ensuring quick fixes or escalation as needed.
L2	Provides in-depth technical assistance for complex problems, leveraging specialized tools and expertise. Resolves escalated issues from L1 or handles moderately critical incidents.
L3	Delivers expert-level support for critical system challenges, architecture-level issues, and custom development. Often involves vendor coordination or advanced technical interventions.

SailPoint Support

Turnkey Managed Service

L1
Service Desk

Role: First point of contact for end users.

Responsibilities:
- Triage and log incidents or service requests.
- Follow standard **Knowledge Articles (KAs)** and **SOPs** to resolve common issues.
- Handle frequent, low-complexity tasks:
  - Password resets
  - Login failures
  - Basic how-to queries

Escalate unresolved or complex issues to L2/L3

L2

Responsibilities:
- Investigate and resolve escalated issues from L1.
- Perform daily health checks of SailPoint platform (e.g., sync failures, connector health, agent status).
- Manage and support:
  - Platform optimisation
  - SaaS tenant configuration
  - On-prem components (Connectors, Agents, Vault integrations)
  - Execute enhancements or configuration changes
  - Maintain and improve platform documentation

- Provides in-depth technical assistance for complex problems, leveraging specialised tools and expertise.
- Resolves escalated issues from L1, relating to the SailPoint platform, its components, and/or configuration.
- Reports generated for internal auditing show incomplete or inaccurate data.

L3

- Delivers expert-level support for escalations from L2, and/or critical system challenges and architecture-level issues. This often involves vendor coordination or advanced technical interventions.
- Some customisations may require fundamental changes which should be managed under a separate project and change control.
- Liaise with L4 when product-level support is needed

L4
SailPoint Vendor Support

Role: Escalated support from the vendor.

Responsibilities:
- Technical deep-dive diagnostics and root cause analysis for complex platform issues or logs.
- Support resolution of:
  - Product defects and hotfixes
  - Vendor caused platform wide performance issues
  - Clarifications on undocumented or roadmap features

Liaise with L3 teams for additional details or feedback around closure of incidents

Detailed Service Catalogue can be found on slide 12

Service Level Agreements

Response and Resolution Times

Priority	Category	Description	Response Target	Resolution Target
1	Critical	Problem has a critical impact on the business e.g. • Complete SailPoint platform outage (ISC or IIQ), preventing all users from performing identity-related activities. • No workarounds available. • Inability to provision/deprovision critical accounts (e.g., domain admins, Tier 0/1 accounts), affecting security or operational continuity. • Failure or delay in access requests, approvals, or revocations for high-priority users or applications (e.g., Tier 0 systems).	30m	4 hours
2	Major	Problem has a serious impact on part of the business: • Failure in certification campaigns halting compliance processes for critical systems. • Failure or delay in access requests, approvals, or revocations for high-priority users or applications (e.g., Tier 1 / 2 systems). • Identity data sync failures affecting high-risk roles or users. • Errors in policy enforcement, such as SoD violations not being detected. • Issues impacting audit or compliance reporting for privileged users or regulated systems.	2 hours	8 hours
3	Medium	Problem has a temporary impact, e.g. • Inability to complete user access reviews for non-critical roles or systems (e.g., Tier 3). • Delays in account provisioning or entitlement assignment for standard users. • Workflow issues with request or approval processes that have existing workarounds. • Minor integration delays with connected systems (e.g., low-risk apps or HRIS sync).	8 hours	16 hours
4	Low	Problem has a minor impact e.g. • System reports are not available. • Minor errors in data synchronization. • Cosmetic UI issues affecting usability.	16 hours	40 hours

KPI measure for response and resolution targets is 70%. Reviewable after the first quarter.

Service Catalogue

Scalable support and on-demand expertise seamlessly integrated into your existing operations

Our Managed Service offering delivers comprehensive, end-to-end support designed to ensure operational stability, strengthen governance, enhance platform resilience, and drive continuous improvement across your operation. By combining proactive monitoring, disciplined lifecycle management, rigorous compliance oversight, and strategic roadmap enablement, we provide a holistic service framework that supports both day-to-day operational excellence and long-term platform evolution. This catalogue outlines the key service pillars that work together to safeguard performance, optimize processes, and empower your organization to scale with confidence. Full details on slide 11.

Incident, Problem & Operational Management

Day-to-day operations, issue resolution, and service stability.

- Incident, Problem & Operational Management
- Platform Health Monitoring
- Environment Reliability
- Access Policy Enforcement
- Performance, Stability & Tuning
- Configuration Management
- Lifecycle Workflow Oversight
- Enhancement & Continuous Improvement

Identity Data Quality & Governance Management

Data integrity, access model health, and lifecycle quality.

- Identity Data Quality & Integrity
- Access Recertification Management
- Capacity Planning
- Trend Analysis

Risk, Compliance & Audit Support

Regulatory alignment, audit readiness, and governance controls.

- Risk Assessments
- Policy & Violation Reporting
- Audit & Regulatory Support Operational Reporting

Resilience, Continuity & Platform Reliability

Continuity planning, disaster recovery, and resilience.

- Disaster Recovery Support
- System Upgrades and Patching
- Vendor & Third-Party Coordination

Strategic Improvements & Roadmap Enablement

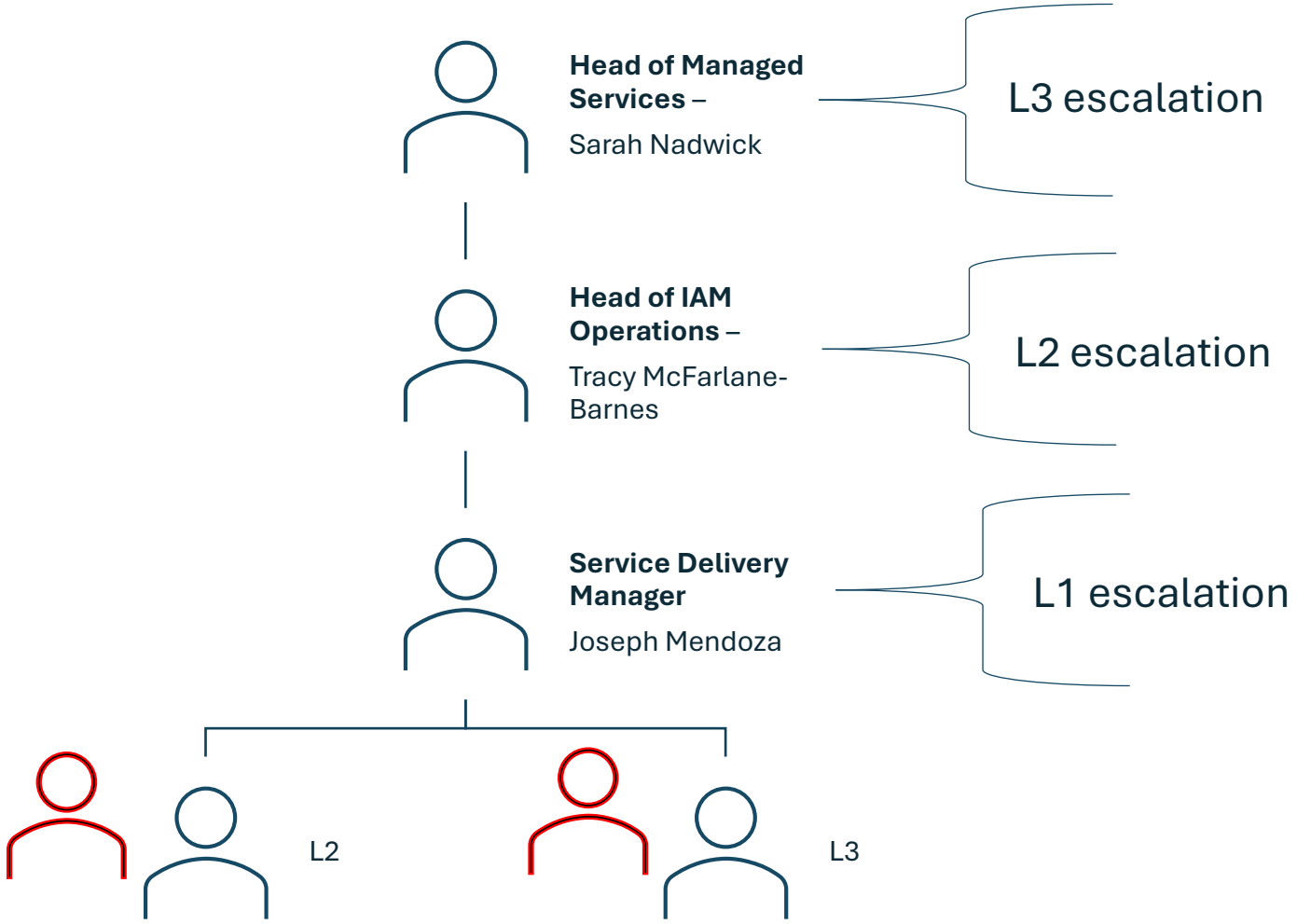
Long-term scalability, platform maturity, and future enhancements.

- Continuous Improvement & Optimisation
- Feature Enhancements
- Automation Opportunities

Additional Activities (where ticket volumes allow)

- Training & User Enablement
- Project & Enhancement Delivery Support.
- Backlog Support
- New feature & Process Rollout
- Documentation Management
- Application Onboarding Support
- Quality Assurance: Support testing

The Team


Head of Managed Services –
Sarah Nadwick
L3 escalation
Head of IAM Operations –
Tracy McFarlane-Barnes
L2 escalation
Service Delivery Manager
Joseph Mendoza
L1 escalation
L2
L3
Primary resource
Secondary resource

Client Journey

Customer Requirements

Understand and document the specific needs and expectations of the customer to ensure a tailored solution.

Service Options

Evaluate service options to match the customer's requirements, considering factors such as volume and skill-set.

Agree Commercials

Agree service catalogue scope and establish clear commercial terms to align with the customer's budget and expectations.

Onboarding

Streamline the introduction of the managed services, ensuring seamless integration and a successful transition for the customer.

Go Live

Execute the deployment of the managed service, closely monitoring performance and addressing any issues to ensure a successful launch

Regular Meetings

Establish regular communication channels with regular meetings to review service performance.

Renewal Options

When nearing the contract end, we will discuss renewal options to continue the service.

Feedback

Proactive approach via account reviews and satisfaction surveys to help continually improve.

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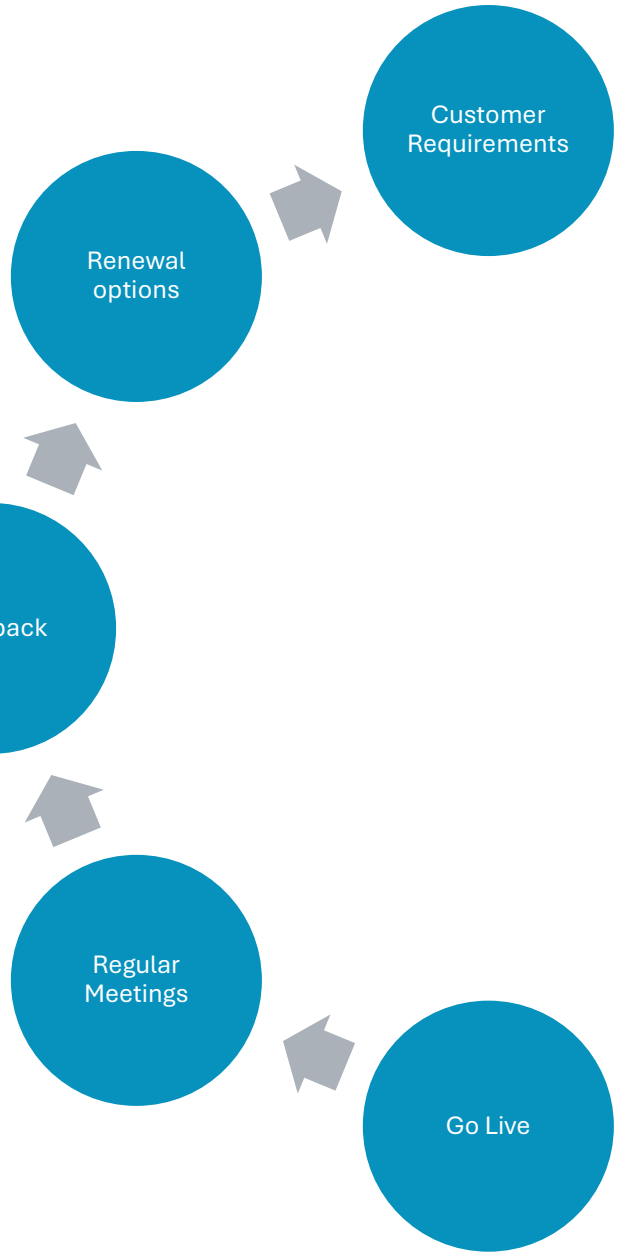

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Key Facts

Service Hours

1. Core hours are generally 09:00 – 17:00 GMT
2. Additional (‘top-up’) support days required for planned out of hours work can be purchased through a separate Change Request/Agreement. The rates for these additional/’top-up’ hours are subject to an annual review and change every January and any new rates will apply at the point of purchase.
3. On call support is available and can be tailored to meet your business needs.

Response & Resolution Timers

1. KPI measure for response and resolution targets is 70%. Reviewable after the first quarter.
2. The clock starts ticking from the point the incident ticket is assign to the Managed Service Team.
3. Resolution times will be paused and monitored when we are dependent on:
    - Vendor or KF technical support to fix the issue.
    - External system updates or patches.
    - Resolution of Infrastructure/other system outages that impact troubleshooting.
4. Should multiple tickets be received of varying priorities, the higher severity ticket will take priority. This may mean we stop working on other tickets.
5. The team will follow the below incident manage process which can be reviewed in line with business processes and policies.

Microsoft Edge
PDF Document

The Team

1. The service will be delivered from our UK and Malaysian delivery centres. The FTE required will be determined by experience for like services or a ticket driven model whereby the anticipated number of tickets will determine the resource required.
2. The team consists of L2 and L3 resources supported by our Service Delivery Manager and Head of IAM Operations.. Secondary resources are available to cover any absence allowing continuity of service.
3. The Managed Service will be provided remotely. Should onsite work required at anytime, if the hours are within core hours, these will be covered as part of the core service but any expenses will be charged at cost and invoiced directly in addition to the regular invoice. If onsite work is required outside of core hours, this will be funded by the purchase of ‘top up’ credits.
4. Consulting effort that is considered as a project (>5 days) is out of scope but can be added to the service with additional cost.

Service Catalogue in Detail

Core IGA Service Catalogue	
Incident, Problem & Operational Management	Manage and resolve all Delinea platform incidents, supported by root-cause analysis and long-term remediation for issues affecting multiple users or recurring incidents.
Platform Health Monitoring	Perform daily/weekly/monthly health checks ensuring rules, workflows, aggregations, certifications, provisioning, and connectors run successfully.
Identity Data Quality Integrity	Detect and remediate uncorrelated, dormant, and orphaned accounts; identify stale entitlements and model drift.
Access Policy Enforcement	Proactively monitor and enforce access governance policies across all connected applications.
Performance, Stability & Performance Tuning	Optimise job schedules, provisioning throughput, connector performance, and batch operations for operational efficiency.
Configuration Management:	Maintain and update configurations (rules, policies, transforms, workflows, connectors) to remain aligned with business policies and compliance requirements.
Capacity Planning	Monitor system utilisation and forecast demand to ensure stable and scalable platform operations
Risk, Compliance & Audit Support	Risk Assessments: Conduct periodic assessments to identify platform vulnerabilities, control gaps, and process risks.
Policy & Violation Reporting	Produce regular reports covering access violations, policy breaches, SoD issues, and provisioning exceptions
Audit & Regulatory Support	Ensure required rules, alerts, evidence, and audit artefacts are properly configured and available; support internal and external audits
Resilience & Continuity Disaster Recovery Support	Execute and support DR activities according to business policies, including periodic DR testing.
Environment Reliability	Monitor and manage jobs, logs, connectors, certificates, and integrations to ensure platform stability.
Enhancement & Continuous Improvement:	Proactively identify opportunities for functional improvements, automation, new features, and process optimisation.
System Upgrades	Manage or support upgrades and patching aligned with the Vendor roadmap, vendor guidance, and business policies.
Vendor & Third-Party Coordination	Liaise with internal technology teams, third-party providers, and Vendor support as required.
Access Recertification Management	Create, configure, monitor, and manage access review/recertification campaigns end-to-end.
Lifecycle Workflow Oversight	Monitor and tune joiner/mover/leaver workflows to ensure timely and accurate provisioning/deprovisioning.
Operational Reporting	Deliver regular service dashboards covering SLAs, KPIs, platform jobs, system performance, and risk indicators.
Analytics & Reporting Trend Analysis	Provide data analysis on incidents, provisioning delays, access model drift, and policy violations

Service Catalogue in Detail

Additional activities where ticket volumes allow	
Training & User Enablement	Develop and maintain user guides, FAQs, and training artefacts to reduce ticket volumes.
Technical Knowledge Transfer	Provide training and knowledge-sharing for business and technical teams on IGA processes.
Project & Enhancement Delivery Support	Support business and IT projects involving IGA, including UAT, regression testing, and deployment readiness
Backlog Support	Assist with managing and delivering backlog items, enhancements, and minor configuration changes.
New Feature & Process Rollout Support	Support the introduction of new features, workflows, rules, connectors, and onboarding of new capabilities.
Documentation, Change & Business Communications	Provide clear comms for new features, planned maintenance, policy updates, or platform changes
Documentation Management:	Review, update, and improve existing documentation; create new SOPs, process flows, governance documents, and platform-specific guidance.
Application Onboarding Support.	Assist with the onboarding of new applications including connector configuration, schema mapping, access model design, entitlement cleanup, and test execution
Quality Assurance	Support testing cycles (functional, integration, regression) associated with new integrations or platform changes.

Setting Up The Team

Activities to be completed for a successful day 1

Systems Access
Managing the service can be via our TKC Laptops or client provided laptops.

If using TKC laptops, we need the following to be provided ahead of the service start date:

- AD accounts for each member of the team.
- Remote Access VPN.
- O365 access – Teams, SharePoint as a minimum. Email is not required if you are happy for us to use our TKC emails.
- Ticket management system
- Resolver / assignment group created in ticket management system.
- Access to shared drives/repositories if used outside of Teams / SharePoint.
- Learning / training platform (if required for mandatory learning).

Communications

- The team will have a dedicated team email account for your service. All communications should be via the team email.
- Within the business Teams application, full-service channels will be created with the relevant Business Tech Support Teams for day-to-day conversations, sharing knowledge and updates.
- Service meetings will be scheduled at the cadence of your choosing, supported by a full service report.
- The team will need to be added to any distribution lists relevant to their role / department.

Introductions

- Introduction calls need to be arranged with the following business teams:
  - IAM / IGA.
  - AD.
  - HR.
  - L1 Support and Operations.
  - Change Management team.
  - Problem & Incident Management.
  - IT Lead / Head of IT.

Other

- Copies of SOPs for incident management, problem management, change management, major incident management and service performance need to be shared before the service start date.
- If applicable, the team will need to be assigned any mandatory learning.