

PTS



IDENTITY & ACCESS MANAGEMENT (IAM) CONSULTANCY SERVICES

Service Overview

PTS delivers vendor-agnostic IAM/IDAM advisory consultancy, covering identity lifecycle, access policy, assurance and controls, Zero Trust, SaaS adoption, workforce/third-party identity and regulatory obligations. We enable decision-making clarity across people/process/platforms, translating security objectives into capability. We deliver cyber resilience and ensure that identity underpins secure, scalable and auditable service delivery.

Service Features

- IAM/IDAM strategy, principles and target-state definition
- Identity lifecycle, joiner/mover/leaver design
- Privileged access and role-based access modelling
- Zero Trust and conditional-access advisory
- Cloud IAM/IDAM, SaaS and federation design
- Identity risk, controls and assurance assessment
- Regulatory, audit and policy alignment support
- Market scanning and supplier shortlisting
- Programme, roadmap and dependency planning
- Implementation oversight and design assurance

Service Benefits

- Independent advice free from vendor or integrator bias
- IAM/IDAM decisions grounded in operational reality
- Reduced delivery risk across complex environments
- Clear translation between security, digital and business needs
- Practical recommendations teams can actually implement
- Stronger outcomes from IAM/IDAM procurement activities
- Lower risk of over-engineered IAM/IDAM solutions
- Improved long-term value from identity investments
- Confidence navigating complex supplier and programme landscapes
- IAM approaches aligned to real organisational constraints



Services

Discovery & Assessment

- Documentation Review
- Audit/Survey
- Stakeholder Engagement
- Current State Assessment & Gap Analysis
- Risk Analysis

Strategy Development

- User Scenario Mapping
- Options Analysis
- Marketplace assessment
- Strategy & Vision Development
- Business Case Development
- Target Operating Model
- Skills requirements

Design

- Design Principles
- Specification Development

Procurement

- Development of Evaluation Criteria
- Evaluation of tender submissions
- Evaluation of tender presentations
- Contract negotiation

Ongoing Support

- Technical Assurance of implementation
- Project Management oversight

Our Methodology

PTS has developed a tried and tested methodology for the successful delivery of our Consultancy engagements, working collaboratively with the Client at all stages and controlled using a standard project management approach. The following activities underpin this methodology.

- **Assessment** – obtaining information about the existing environment and undertaking a Business & Technical Assessment, understanding challenges and the client's ambitions for the future, from documentation, diagrams, contracts, SLAs and interviews with stakeholders/key client representatives.
- **Analysis** – the discovery output is synthesised, with urgent issues prioritised in order to support the Client's future ambitions, incorporating PTS's knowledge of the market with future/emerging technologies, and feeding back to the Client to confirm/clarify requirements.
- **Reporting** – following analysis, PTS will develop the deliverables required by the Client. This will be undertaken collaboratively with the Client to keep the team abreast of PTS's thinking, ensuring that the final output is meaningful and valuable.

About PTS

PTS is an independent technology consultancy that help clients to:

- transform and manage their technical infrastructure in a cloud environment to deliver excellent digital services
- align their digital and estates strategies to deliver excellent hybrid user experiences

Our areas of expertise include:

- Identity & Access Management
- Cloud & Data Centre infrastructure
- Network infrastructure: Local & Wide Area Networks, Wi-Fi, private mobile radio and newer forms of connectivity such as 5G, LoRaWan and Bluetooth
- Unified Communications & AV Technologies: UC platforms, meeting room technologies, digital signage, teaching and learning space technology (including lecture capture), etc.
- Physical Security
- Smart Campus/Buildings: sensor networks, IoT deployments, VR/AR, BMS integration, middleware, data visualisation, etc.
- Physical (passive) IT: structured ICT cabling, equipment room spaces, etc.

PTS has worked with over 115 Higher Education Institutions within the UK across all of the above services and disciplines, as well as across the public sector (including 47 NHS Trusts and Healthcare Organisations, 44 Councils and dozens of central government agencies) and the private sector (including technology & media, finance, legal and entertainment).



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