

OKTA MANAGED SUPPORT SERVICES

Cost Effective Service Augmentation. No recruitment necessary. No training required. Immediate ROI Okta solutions.

All managed service packages include integration with our unique Okta MSP monitoring & alerting system.





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Dear Customer,

Thank you for the opportunity to showcase our services through the G-Cloud Framework.

We understand that you want to partner with an organisation possessing deep technical skills to deliver on your vision. As an identity practice that is solely focussed on cybersecurity, Innovate is distinct in its ability to help clients on their most complex technology transformations from strategy through to implementation and support.

Innovate is a long standing and recognised brand in the UK Okta community. As an accredited Ascend tier Okta Service Delivery Partner, Innovate provides three levels of operational support, ranging from **Enhanced** support service to supplement internal support teams to our **Enterprise** offering, a fully managed Okta service handling all day-to-day operational tasks where the customer does not need to have their own Okta expertise. Or, if you want to make Okta a strategic tool in your cybersecurity arsenal, our **Strategic** offering consists of a selection of services that streamline and modernise your operations.

All the services include regular health checks and service reviews to identify service improvements.

As one of the UK's top Identity Practices, we are excited to offer these Okta managed services.

Yours sincerely,
Paul Rawlinson



Our Customers

You're in good company

We work with all industry verticals and sectors



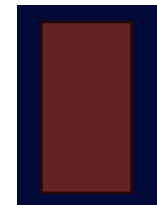
Public Sector



Third Sector



Private Sector



Redacted
info on request

Innovate – our journey with Okta

Innovate works closely with Okta to strengthen relationships within the UK/EMEA and provide market leading solutions for our customers and have invested heavily in the certification pathways offered by Okta for all our staff.



Alliance Today:

Status

Certified Consultants / Certified Developers



Partner accreditations in Workflows and OAG



10+ go-lives per year



Workforce and Customer Identity solutions



Auth0 accredited Partner



Strategic UKGov Programme

Innovate leads a multi-year core UK government IAM strategic programme enabling cloud adoption, identity agility and security modernisation.

2020

2021

Silver Alliance Partner

Innovate recognised as an Okta Silver Alliance Partner globally

2022

Sector Diversity

Innovate launches Okta practice for private sector Okta clients

Amplify Partner

Innovate recognised as an Amplify Partner

2023

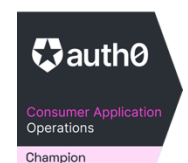
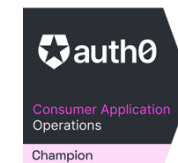
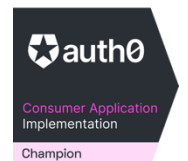
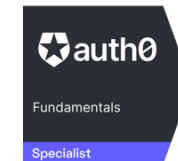
2025

Apex Partner

Innovate recognised as an Apex Partner

Gold Alliance Partner

Innovate recognised as an Okta Gold Alliance Partner globally



Alliance Partner

Innovate partners with Okta for best-of-breed IAM solutions

2016

Key UKGov Dept.

Innovate multi-year subcontract to develop IAM solution for critical Gov dept.

2017

2018

Security Services

Innovate wins 2 UK Gov cloud security contracts

Okta Support

Innovate signs multi-year Okta support services contract with core UK Gov dept.

2019



Service Description



OUR SUPPORT LEVELS



ENHANCED SUPPORT

COMPLIMENT YOUR
PLATFORM SUPPORT
WITH A LEVEL 3
SUPPORT TEAM

ENTERPRISE SUPPORT

FULLY MANAGED
SERVICE WITH DAY-TO-
DAY OPERATIONAL
SUPPORT

STRATEGIC

MAKE THE MOST OF
YOUR ASSET – GET THE
BEST OUT OF OKTA AND
THE BEST ROI

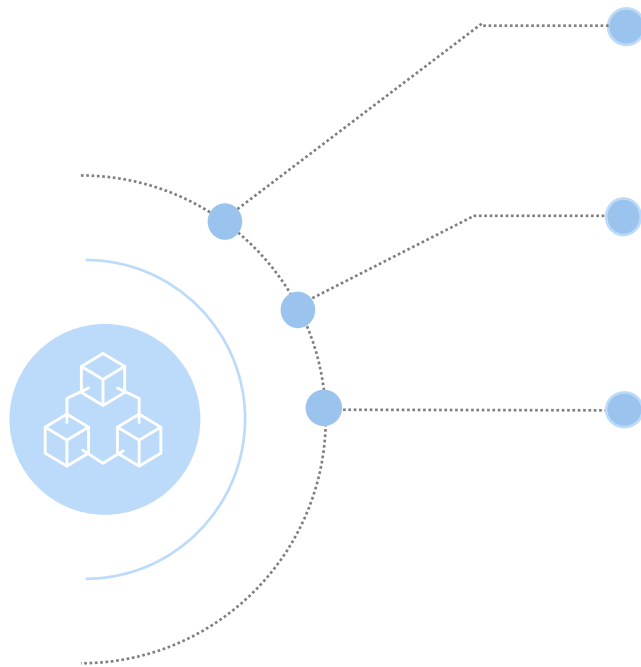
Subscription Levels



Innovate Managed Service Subscription			
Support Activities	Enhanced	Enterprise	Strategic
Incident Management - Platform	✓	✓	✓
Incident Management – Application Integrations	✓	✓	✓
Problem Management	✓	✓	✓
Platform Support	✓	✓	✓
Vendor management (escalations)	✓	✓	✓
Health check Report & Service Review - Quarterly	✓	✓	✓
Real time Log event and alert monitoring – <u>Identiguard</u> .		✓	✓
Day to day configuration changes & clearing down alerts/tasks		✓	✓
User and Okta Admin administration (least privilege)		✓	✓
Service Request automation & 1 st line support training		✓	✓
Implementation of new application integrations PS		2 days per month	2 days per month
Service maturity assessment			✓
Options			
Out of Hours (OOO) support for P1 Incidents	✓	✓	✓
1 st Line support training	✓	Already included	
2 nd Line support training	✓	Not required. No customer Okta expertise required	
Additional Application integrations	✓	✓	✓
Maturity Assessment against NIST2 and NCSC standards	✓	✓	✓

Service Description – Enhanced Support Level

This is entry level support service and supplements the customers internal support teams by providing expert 3rd line support team. This service bridges the gap between 2nd line and the Customer Success Package that Okta offers. It includes incidents involving integrations and workflows on your platform, as well as incident management and resolution. It acts as an insurance policy for your Okta tenant, keeping you compliant and free from issues. The service also includes pro-active monitoring of the platform for you, giving you peace of mind and leading to fewer escalations.



Level 3 Specialist Service Support

- Fully qualified team of Okta certified engineers to assist with major incident and problem management. Also provides advice and guidance on request

Quarterly Health Checks and Service Reviews

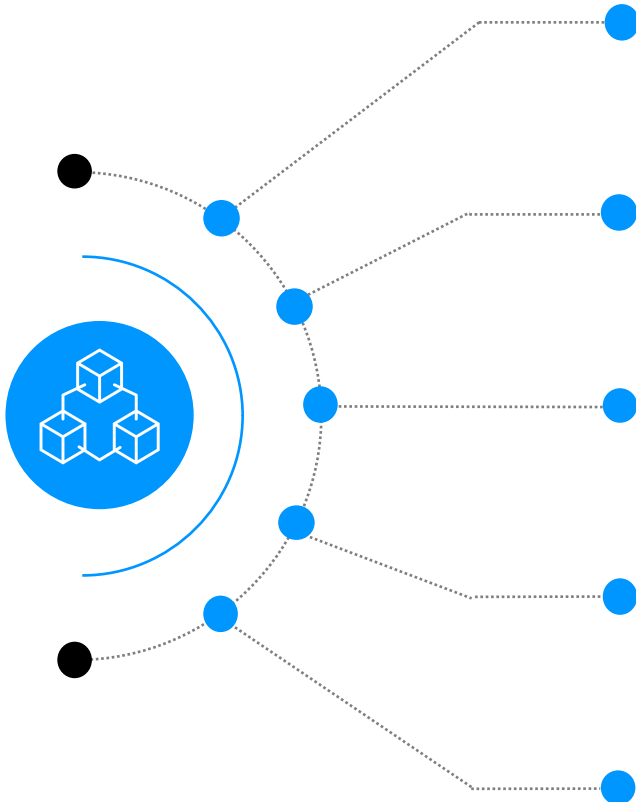
- This includes a review of platform health, recommendations on configuration changes and new features, this is included in the Service report and is reviewed with you with a support engineer and service architect.

Proactive Monitoring

- Real time proactive monitoring
- Implementation event monitoring and alerting using Innovate's Identiguard solution

Service Description – **Enterprise Support Level**

Enterprise level includes all the features of Enhanced support, plus Level 2 support.



Level 2 Day to Day Operational Support

- Fully qualified Okta certified team to carry out daily checks
- Platform and application integrations monitoring and maintenance
- Assigning administration roles
- Minor changes to conditional access or MFA policies
- Platform support & troubleshooting

Level 3 Specialist Service Support

- Fully qualified Okta professional to assist with major incident and problem management.
- Also provides advice and guidance
- Recommendations on new features

Quarterly Health Checks and Service Reviews

- This includes a review of platform health, recommendations on configuration changes and new features, this is included in the service report and is reviewed with you with a support engineer and service architect.

Proactive Monitoring

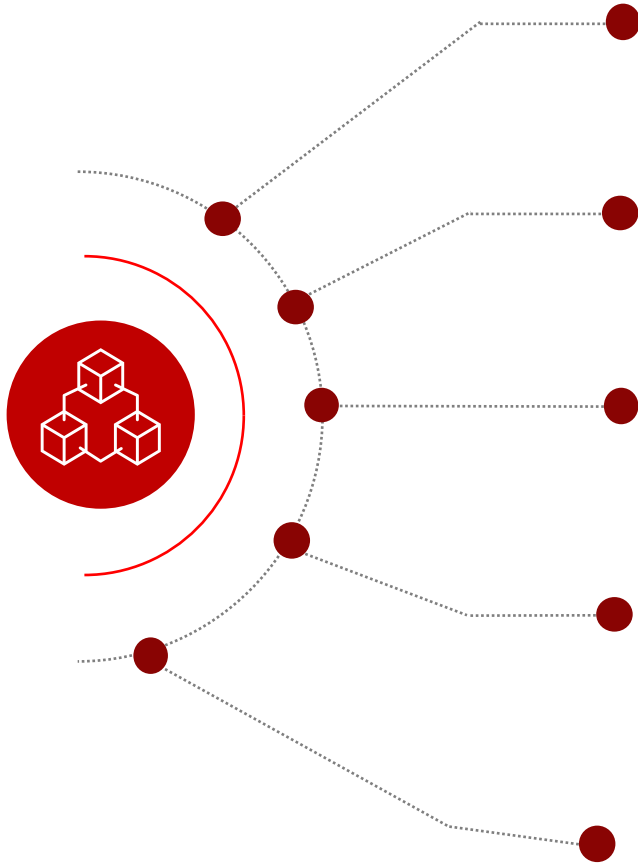
- Real time proactive monitoring
- Implementation event monitoring and alerting using Innovates Identiguard solution

Service Desk Training and Optimization

- Training of service desk agents and implementation of service automation/workflows if required are included

Service Description – Strategic Support Level

This includes everything covered in our [Enterprise](#) offering plus the following strategic services



Maturity Assessment

- A full identity assessment that will provide you with a risk analysis against industry standards (e.g. NIS 2.0 NCSC CAF) and a roadmap of how to improve the services against risk level

Service Design

- A review and optimisation of the Joiner, Mover, Leavers (JML) processes, Service Requests and Incident and problem management

Monthly Health Checks and Service Reviews

- This includes a review of platform health, recommendations on configuration changes and new features, this is included in the Service report and is reviewed with you with a support engineer and service architect.

Directory Service Migration

- Migrate from any directory to Okta with a full migration path designed around your processes, people and technology.

Out of Hours Coverage (optional)

- We can offer round-the-clock support to give peace of mind.

> FEATURES – WHAT WE DO



Account Onboarding

- Initial onboarding health check
- Gather contact details and agree support processes
- Service Desk Support training (1 session – for Enterprise and Strategic)



Well Defined Support Service

- Support hours: Mon-Fri 9am – 5pm GMT (excl Bank Holidays)
- Incident Logging: Email 24/7/365 & telephone for P1s
- Incident Response: 1 hour (during Support hours)
- Target SLAs for P1-P4 resolution
- Optional out of hours support for P1s



Industry certified engineers

- We've invested in our specialist team, so you don't need to recruit expertise.



Innovates Identiguard

- Our operations teams are kept informed in real-time by our internal monitoring & alerting MSS system



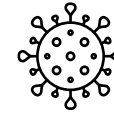
Health Checks

- Review of integrations and security policies
- Recommended configurations that have NOT been implemented based on Okta best practices or industry best practices.

Managed Support Service



> BENEFITS – WHAT YOU GET (OUTCOMES)



Improved Security

Health checks highlight any issues or errors and configuration issues that need to be addressed.



Quicker Incident & Problem Resolution

- Thanks to our extensive troubleshooting knowledge, incidents are resolved quickly.
- Reduce the impact on the business
- Improve end-user experience



Great customer service

We Are Rated NPS +100 In our past Customer Satisfaction Survey Scores!



Advice and Guidance

- Advice & Guidance from Trusted Qualified Industry Leaders.
- Recommendations on new features or relevant features



Cost-effectiveness

By optimizing access management processes and reducing the risk of security incidents, our support services offer a significant return on investment.



Social Value

Fighting Climate Change

We offset over 100% of our carbon via a Verified Carbon Standard (VSC) Scheme AND we donate trees to schools to:

- Improve surroundings for children and communities
- Provide shelter and food sources for animals
- Fix carbon

Tackling Economic Equality

- By choosing us you are helping small organisations grow
- Scalable future-proofed solutions
- Cybersecurity at the heart of what we do

Equal Opportunity

- Support us in developing apprentices into architects

Wellbeing

- Teamwork and project team morale
- All staff have access to our EAP, which supports mental and physical health



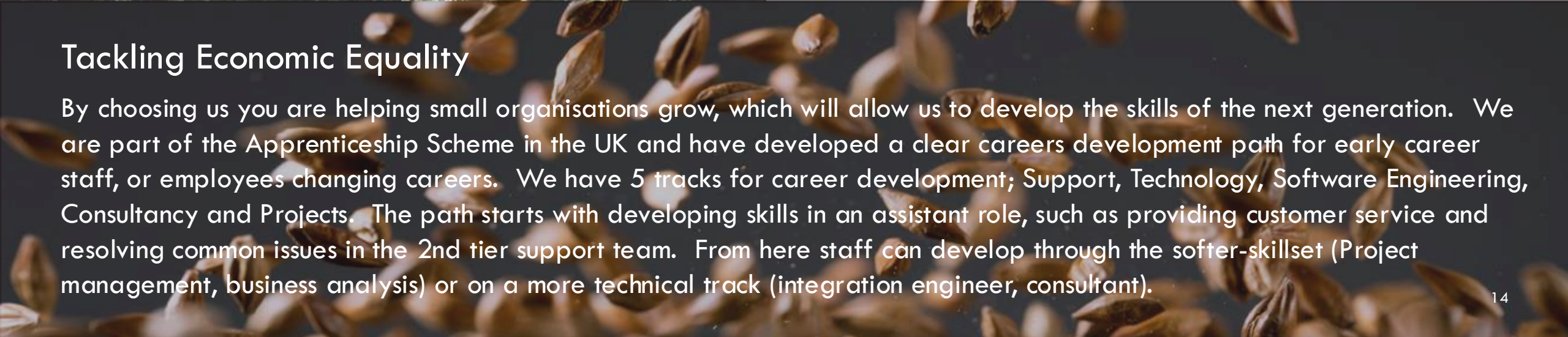
Social Responsibility - Fighting Climate Change

We offset over 100% of our carbon via a Verified Carbon Standard (VSC) Scheme. The scheme not only funds carbon capture projects, but our funds also donate trees to schools to improve surroundings for children and communities, provide shelter and food sources for animals and fix carbon.



Equal Opportunity

As a specialist Identity and Access Management business, we have a very small pool of candidates to choose from. We acknowledge we are the victim of historic stereotyping against girls in STEM subjects. In order to try to improve this situation, we have run Code Clubs (Raspberry Pi Foundation) in local Primary schools.



Tackling Economic Equality

By choosing us you are helping small organisations grow, which will allow us to develop the skills of the next generation. We are part of the Apprenticeship Scheme in the UK and have developed a clear careers development path for early career staff, or employees changing careers. We have 5 tracks for career development; Support, Technology, Software Engineering, Consultancy and Projects. The path starts with developing skills in an assistant role, such as providing customer service and resolving common issues in the 2nd tier support team. From here staff can develop through the softer-skillset (Project management, business analysis) or on a more technical track (integration engineer, consultant).

Wellbeing

Innovate is a family-run business, where teamwork and team morale are highly valued. All staff have access to our employee assistance program, where they get access to support for legal, mental and physical health. We also offer comprehensive healthcare to all employees and their dependent family, including free health checks for the employee and GP services. We do this, as we value every employee and understand how poor health can affect them and their family.



INNOVATE



Social Responsibility

We have run Code Clubs (Raspberry Pi Foundation) at primary schools to encourage all children into STEM.

We sponsor a grass roots football team to ensure children have access to healthy lifestyle choices regardless of background.



CONTACT US

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