

OKTA PROFESSIONAL SERVICES

Our professional services deliver robust, tailored solutions to secure your organisation's digital assets and simplify access management.

Our experts design, implement, and optimise IAM frameworks that enhance security, compliance, and efficiency.

November 2025



Crown
Commercial
Service
Supplier



KEY IMPACT

IDENTITY PROFESSIONAL SERVICES

Stronger Security

Prevents unauthorised access and protects critical digital assets.

Regulatory Compliance

Meet industry standards and regulatory compliance with confidence.

Operational Efficiency

Reduces complexity and streamlines access management processes.

Improved User Experiences

Delivers secure seamless access for employees and partners.

Service Description

Secure access made simple. Our Okta services safeguard your data, streamline user management, and ensure compliance. We design, implement, and optimise Okta solutions tailored to your organisation—helping you stay secure, efficient, and ready for the future.

Strategic Consulting

- We conduct in-depth assessments of your current IAM environment, identify gaps and risks, and develop strategic roadmaps aligned with your business objectives.

Solution Design and Implementation

- Our team designs customised Okta solutions tailored to your organisation's workforce and customer's specific needs, leveraging industry best practices and cutting-edge technologies.

User Experience Optimization

- We focus on enhancing user experience by providing seamless access to resources while maintaining security and compliance standards.

Access Management

- We implement identity lifecycle management, access governance, single sign-on (SSO), multi-factor authentication (MFA), and privileged access management (PAM) solutions to ensure secure and efficient access control.

Compliance Assurance

- We assist in ensuring compliance with industry regulations such as GDPR, HIPAA, PCI DSS, and others, by implementing IAM controls and auditing mechanisms, such as NIS2, NCSC CAF and NIST frameworks.



> FEATURES – WHAT WE DO



Strategic Consulting

Conduct in-depth assessments of the current IAM environment. Identify gaps and risks, and develop strategic roadmaps aligned with business objectives.



Solution Design and Implementation

Design customised Okta solutions tailored to specific needs. Implement industry best practices and cutting-edge technologies for effective access management.



Access Management

Implement identity lifecycle management, access governance, SSO, MFA, and PAM solutions. Ensure secure and efficient access control to sensitive data and resources.



Compliance Assurance

Assist in ensuring compliance with industry regulations such as GDPR, HIPAA, PCI DSS. Implement IAM controls and auditing mechanisms to meet regulatory requirements and standards.



Training and Support

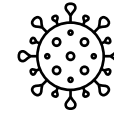
Offer training programs and ongoing support for effective IAM infrastructure management. Empower your team to maintain security and compliance standards while optimizing access management processes.



IAM Professional Services



> BENEFITS – WHAT YOU GET (OUTCOMES)



Enhanced Security

Our IAM solutions help mitigate security risks by ensuring that only authorized users have access to sensitive data and resources.



Improved Compliance

We assist in meeting regulatory requirements and industry standards, reducing the risk of penalties.



Operational Efficiency

Streamlined access management processes improve productivity and reduce administrative overhead.



Scalability

Our solutions are scalable and adaptable to accommodate organizational growth and evolving security needs.



Cost-effectiveness

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

OUR APPROACH

- Partnership
- Accountable Delivery
- Engagement at all levels
- A passionate delivery team



Case Study

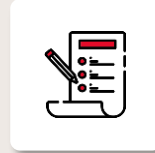
Healthcare Research & Development



Overview

A UK government-owned organisation leading genome research and healthcare innovation. This organisation manages sensitive health and genome data, requiring robust identity and access management (IAM) to ensure security, compliance, and operational efficiency.

Innovate IT partnered with them to deliver a **Digital Identity Maturity Assessment** and implement a **future-proof identity strategy** leveraging Okta and continues to deliver their technical horizons to reach their accepted risk level. Innovate provides 24/7/365 Managed Services to ensure they always have access.



Delivered

Identity Maturity Assessment

Conducted 6 workshops with 28 stakeholders across technical, security, and business teams. Assessed current state using **NCSC Cyber Assessment Framework (CAF)** and mapped against **NIST SP800-53 controls**.

Target State Definition & Roadmap

Developed a strategic roadmap with sequenced work packages ("Horizons") to uplift identity maturity, eliminate critical security exposures, and align with their own risk appetite.

Okta Platform Deployment

Implemented Okta Workforce Identity Cloud and integrated with key systems (NGIS, HR, and research platforms). Enhanced security with MFA, adaptive authentication, and device assurance policies.

Managed Services

Provided 24/7 support, incident response, and quarterly health checks. Delivered licence optimisation and proactive monitoring across multiple identity services.



Value add

Enhanced Security Posture

Eliminated critical security exposures. Implemented MFA and Zero Trust principles.

Compliance Assurance

Aligned identity processes with NCSC CAF and ISO 27001 standards. Delivered documented security assurance assessments. Roadmap of improvements.

Operational Efficiency

Automated access certification campaigns and JML processes. Reduced manual workload and improved governance.

Cost Optimisation

Rationalised Okta licence usage and fixed renewal pricing at 2023 rates, saving over £15,000 annually.

Future-Proof Architecture

Designed a scalable identity platform supporting their digital transformation and research initiatives.



I just wanted to reach out and thank you so much for all your help. We have had such positive feedback from our panel members on this and they were so apprehensive about it all, so them being pleased is a really big deal. Thank you for everything you did I really appreciate it.

Case Study

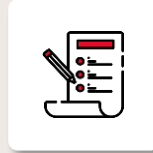
Premier League Football Club (Details on request.)



Overview

A leading Premier League club with a global fan base and a strong commitment to digital innovation sought to modernise its identity and access management capabilities to deliver a seamless, secure experience for both supporters and staff.

Innovate provided licensing, professional services and continues to support the club through our Strategic Managed Services package.



Delivered

Unified Identity Platform

Deployment of Okta and Auth0 to centralise identity management for workforce and fan-facing applications.

Seamless User Experience

Branded login journeys and Single Sign-On across all digital touchpoints. JML workflows.

Advanced Security

MFA, adaptive authentication, and robust logging for compliance and auditing.

Integration with Core Systems

Connected Salesforce CRM, Workday, and ServiceNow to streamline processes and enable intelligent automation.

Migration Strategy

Incremental migration of legacy user accounts to Auth0 during normal login events, reducing risk and disruption.

Managed Support Services

Okta and Auth0 specialists support their platform. Proactive monitoring and alerting

Licence Management

Licence management and optimisation for Okta and Auth0



Value add

Strategic – accepted responsibility and accountability for their IAM strategy and its place in their digital transformation project.

Future-proofed architecture

Designed a scalable, cloud-first identity platform that supports their long-term digital roadmap, enabling agility for new services and integrations.

Continuous Optimisation

As part of the MSP, quarterly health checks, roadmap planning, and proactive improvements, ensuring the identity platform evolves with their needs.

Cost optimisation & Predictable costs

Optimised Okta licence usage and provided transparent reporting, reducing unnecessary spend and improving ROI.

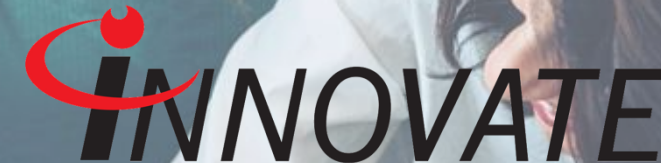
Innovation & Expertise

Leveraged Okta Workforce Identity Cloud and Auth0 CIC to deliver advanced security features like passwordless authentication and adaptive MFA.



The partnership has been exceptional.

WHAT WILL IT FEEL LIKE?



Through fast-paced and interactive sessions, minimal viable products (MVP), workshops and our proven delivery methodology.

We use a process of divergent and convergent thinking to gather a broad range of perspectives and then focus in on what matters the most.

Through structured, succinct and precise formal governance

We work with the broader organization to prepare for and deliver formal project governance forums.

Typically, we would have:

- Weekly project status meetings and RAID reviews;
- Fortnightly Design Authority sessions;
- Monthly project steering committees.



Project Team

- **Confident:** That you're in good hands and you know what to expect.
- **Excited and engaged:** Through involvement in a rapid, robust MVP, design process and exposure to industry best practice thinking on identity processes and services
- **Trust:** That when issues are raised or challenges encountered, you have a partner that will respond to them proactively and without hesitation.



Key Stakeholders and Executives

- **Included:** Through direct engagement.
- **Clarity:** Of decision points and developmental progress.
- **Understanding:** How the new processes will derive greater value for your community.
- **Certainty:** That we are clear on where value is added into processes and that these areas have been prioritised.
- **Reassured:** That outcomes are informed and aligned to your strategy and desired future state.



Your Community

- **Valued & Included:** The broader community will have the opportunity to have a say in the development and MVP of the identity solution.
- **Informed:** Regular program communication will keep everyone on track with what's happening.
- **Ready:** To use the new process and systems.

Customers and Innovate – Our Partnership

We are uniquely positioned to partner with you on this exciting opportunity. We value collaboration and we love to work on the big issues and are thrilled to have the opportunity to partner with you.



What will it look like?

We believe that one of our greatest assets as a partner is the experience of how it will feel to work with Innovate. We value collaboration above all else, and love to work with our clients to solve the toughest problems.



Dedicated Engagement Owner

Our Digital Trust Practice Manager will be the engagement owner. He will attend all key senior project and stakeholder governance forums and provide insight and advice from his years of experience, having worked on some of the biggest global digital Identity projects.



Program Delivery Quality Assurance (QA)

Our in-flight Quality Assurance (QA) lead will ensure our delivery is meeting your requirements and maximising value from your investment. This is not just built into our mindset, but also our delivery models and internal structure. We believe in quality delivery and on-going reviews and continuous improvement of the program.



Innovate Engagement Reviews

During the regular review process the QA lead will meet with you and any key stakeholders to review findings including details on any risk areas and any identified key recommendations.



A passionate delivery team

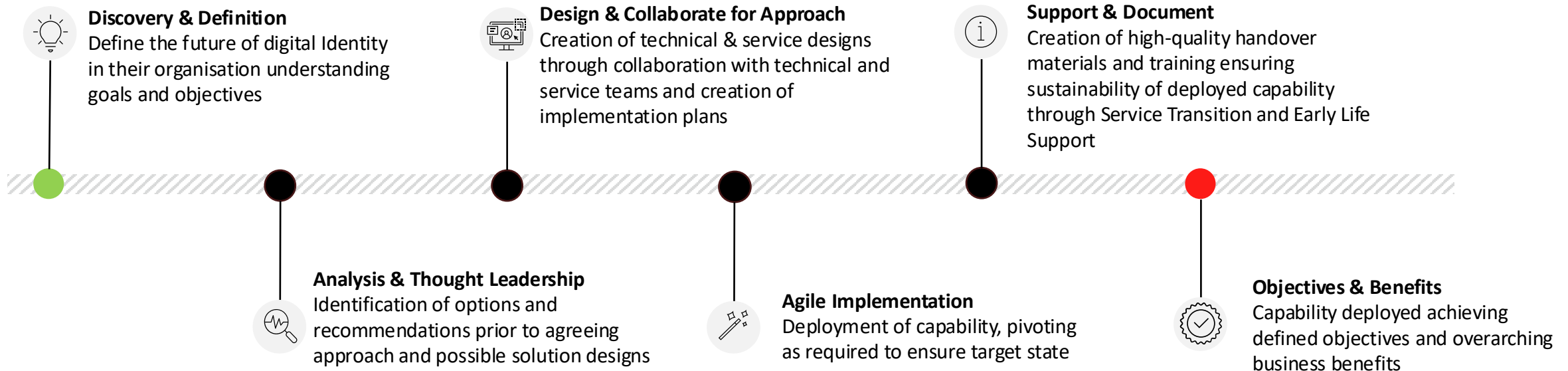
We will have a core delivery team of identity experts that will stay consistent for the duration, and partner with your teams on a daily basis to problem-solve, present information, negotiate any challenging scenarios to arrive at great outcomes and impacts for ISG whilst having fun along the way.

The Journey ahead

Innovates Digital Trust Practice is made up of technologists, engineers and operational support staff sourced worldwide with a diverse set of backgrounds, skills and expertise. We enjoy bringing creative energy and a sense of pride to all our clients and thrive on delivering exceptional quality on all our engagements.

An effective identity implementation balances People, Process and Technology

A client's journey with Innovate





Social Values



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



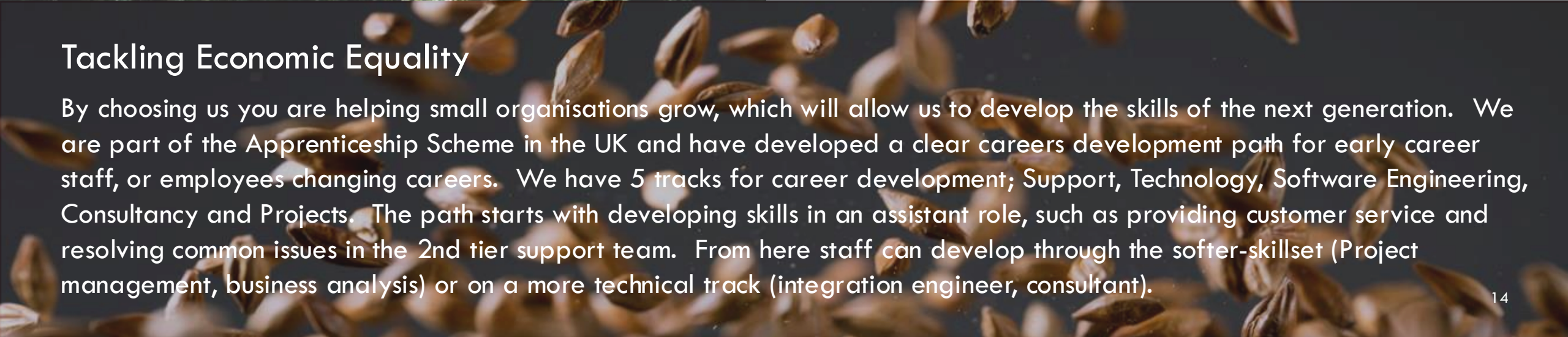
Social Responsibility - Fighting Climate Change

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.





Why Innovate?

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.

Okta Support

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

2022

Sector Diversity

Innovate launches Okta practice for private sector Okta clients

2020

2021

Silver Alliance Partner

Innovate recognised as an Okta Silver Alliance Partner globally

Amplify Partner

Innovate recognised as an Amplify Partner

2023

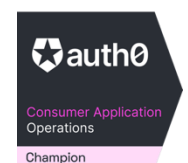
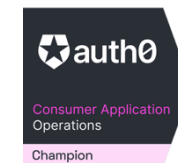
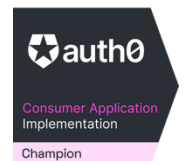
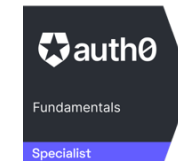
2025

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

2019

You're in good company

We work with all industry verticals and sectors



Public Sector



Third Sector



Private Sector



Redacted
info on request

Innovate's Value Proposition

Our practice is built around a team of experts who specialise in IAM project delivery. We are an experienced service integrator having used the proposed model to great success across many of our enterprise clients who have market leading UK national brands.

Our team is underpinned by decades of experience in the industry, tackling some of the most challenging and complex transformations. We have a range of identity, transformation and information technology skills in house at your disposal.

We have direct experience partnering with some of the biggest brands and organisation in the UK to affect change.

Here are some of the reasons why:

1. Collaborative Partnership
2. Local Industry Experience
3. Innovation
4. Trust and Reputation
5. Cost-effectiveness
6. Identity Product Expertise and Partnerships



Industry Experience

With years of local experience serving clients across various industries, our team has developed a deep understanding of the unique challenges and opportunities that businesses face, enabling us to provide industry-specific solutions that drive success.

Innovation

We stay up-to-date with the latest trends and developments in the identity space, allowing us to bring innovative solutions to our clients that help them stay ahead of the curve.

Collaborative Partnership

We view our clients as partners and take a collaborative approach to problem-solving, working together to develop customised solutions that address their unique challenges and leverage their strengths, while building lasting relationships based on mutual trust and respect.

Identity Product Expertise and Partnerships

Our in-depth understanding of identity products, combined with our strong relationships with industry leaders, allows us to provide best in breed solutions for our clients helping them keep pace with changing technology landscapes.

Cost-effectiveness

By leveraging our industry experience and identity product expertise, we are able to offer cost-effective solutions that help our clients maximise their return on investment.

Trust and Reputation

We have a strong track record of delivering high-quality solutions and building long-lasting partnerships with our clients, working with them to understand their unique needs to deliver tailored solutions that help them achieve their goals and drive long-term success.





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Dear Customer,

We know you're looking for a partner with strong technical expertise to deliver your vision. As a cybersecurity practice focused solely on identity security, Innovate excels in guiding clients through complex transformations—from strategy to implementation and support.

Innovate is a trusted Okta partner with a proven track record of delivering successful digital identity transformations for major Government Departments.

Our reputation is founded on the following principles:

- **Deliver true partnership:** Our goal is to keep conversations open and focused on what really matters to you. We've helped organisations succeed in creating a positive impact for the people they serve.
- **Position you for the future:** Our solutions stand beyond our engagement with clear roadmaps and robust business markers.
- **Maximise your investment:** People, technology & processes, we will deliver a balanced solution to address your organisation's needs.
- **Deployment Experience:** Our team is highly experienced, having delivered some of the largest digital identity transformations in both the UK Public and Private sectors nationally.
- **Deliver Quality:** We recognise delivering a strong robust central secure Identity platform will achieve the quality outcomes needed. Our latest NPS score is 100+ meaning our customers are highly likely to recommend Innovate.

As one of the UK's top identity practices, we are excited to show you how we can help you and look forward to discussing our potential partnership.

Yours sincerely,

Paul Rawlinson

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