



IDENTITY
AND ACCESS
MANAGEMENT
EXPERTS

NexerIAM, Your AI Assistant in the IAM Domain

Service Overview

iAM Experts, Adding Value!

2025

5



About Us

IAM EXPERTS, a leading consultancy firm head-quartered in London, is dedicated to provide expertise in **Identity Access Management (IAM)** to organisations worldwide with an international team of passionate professionals.



Our Vision

Become the leading global player in the Identity Access and Management domain by assisting companies at any stage of their IAM strategies.



Our Mission

Support organisations worldwide in IAM by providing unique consultancy services, customer-centric, and vendor-agnostic guidance for the most suitable solutions to their needs.



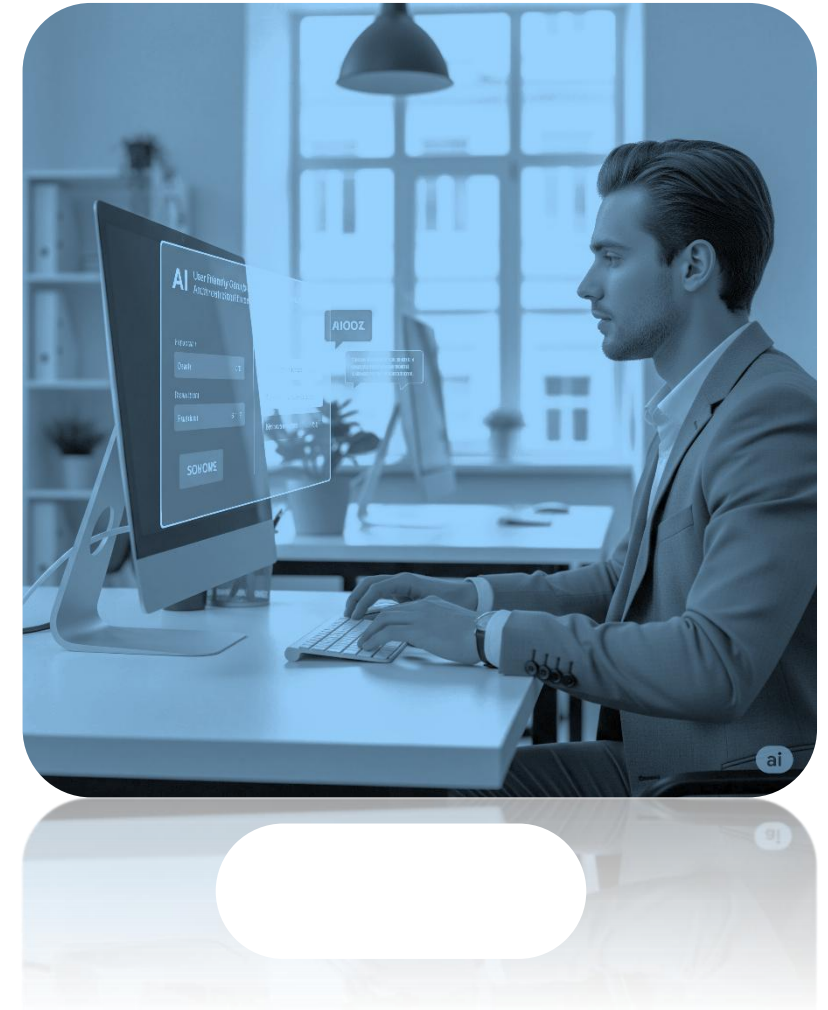
Context

- Globally, **Identity and Access Management (IAM)** continues to be a niche field with demand significantly outstripping the available supply of expertise.
- Sourcing this specialised expertise remains challenging and consequently, expensive.
- Investing in training resources for IAM professionals presents a high-risk proposition, given the 1–2-year timeframe required for proficiency amidst periods of significant dysfunctional turnover.



Closing the Gap: NexerIAM, Your AI Guide in IAM

- IAM EXPERTS is committed to **bridging the IAM expertise gap through strategic AI investment**. Our AI assistant, NexerIAM, empowers junior professionals by automating complex governance tasks and accelerating skills development.
- Over the past two years, this investment has delivered two key benefits for junior IAM professionals:
 - ✓ **Cost and Effort Reduction:** Automating critical governance tasks like orphan account management and data cleansing, which traditionally require substantial manual effort and expense.
 - ✓ **Accelerated Skill Development:** Through **NexerIAM, our first AI consultant in IAM**, we offer direct guidance on technical configuration steps (e.g., generating and implementing Saviynt rules), significantly accelerating the learning curve for junior talent.



NexerIAM

- NexerIAM accepts text and images, provides technical support and guidance and can even generate code on demand.

The screenshot displays the NexerIAM chat application interface. On the left is a sidebar with navigation options: Activity, Chat (selected), Calendar, Calls, OneDrive, Copilot, and Apps. The main chat area shows a conversation with 'Nexera'. At the top, there are tabs for 'Unread', 'Channels', 'Chats', and 'Meeting chats', along with a 'Solved' (checked) and 'Not Solved' (unchecked) status filter. The chat history includes a message from 11:07 stating: 'We got this error while we establish Okta connection type.' Below this is a screenshot of a log showing four error entries, all with 'HTTP error code: 401'. The most recent error message is: '2024-04-10T17:21:23+05:30 ecm-services.OktainportWSService-Http-nio-8080-exec-102-444xg-DEBUG- Got response[statusCode: 401]'. A response from Nexera at 11:08 explains that the error is related to an HTTP 401 'Unauthorized' status, suggesting issues with authentication or authorization. The response provides a list of steps to resolve the issue: ensure the authentication token is correctly formatted, verify user permissions, and check the Okta connection configuration. It also advises consulting Saviynt documentation or support if the problem persists.

Search (Ctrl+E)

IAME Ltd RZ

Chat

Unread Channels Chats Meeting chats

Copilot

Mentions

Followed threads

Saved

Favourites

Chats

Nexera

Teams and channels

IAME Ltd

See all your teams

Nexera 11:07

We got this error while we establish Okta connection type.

```
2024-04-10T17:21:23+05:30 ecm-services.OktainportWSService-Http-nio-8080-exec-102-444xg-DEBUG- Got response[statusCode: 401]
2024-04-10T17:21:23+05:30 ecm-services.OktainportWSService-Http-nio-8080-exec-102-444xg-ERROR- Error while calling webservice: Failed HTTP error code: 401
2024-04-10T17:21:23+05:30 ecm-services.OktainportWSService-Http-nio-8080-exec-102-444xg-DEBUG- Error while calling webservice: Failed HTTP error code: 401
2024-04-10T17:21:23+05:30 ecm-integration.ExternalConnectionCallService-Http-nio-8080-exec-102-444xg-DEBUG- EXIT invokeExternalMethod
```

Nexera 11:08 Edited

The error you're experiencing is related to an HTTP error code 401, which indicates "Unauthorized". This suggests that the Okta connection type is not properly authenticated or authorized. To resolve this issue, ensure that the import URL and authentication token are correctly entered. Additionally, verify that the certificate is not selected (as mentioned in the error context). If the issue persists, you may want to check the following:

- Ensure that the authentication token is correctly formatted and included in the request headers.
- Verify that the user has the necessary permissions to establish the Okta connection type.
- Check the Okta connection type configuration to ensure that all required parameters are correctly set.

If none of these solutions work, you may want to consult the Saviynt documentation or contact Saviynt support for further assistance.

Security Controls

- **NexerIAM** is self-contained in your Azure Cloud environment. The solution is purposely restricted from accessing any resource outside of its perimeter, which means:
 - no Internet access
 - no data leakage
 - no integration with Microsoft Copilot
- User data is not stored or maintained in any way. All related data are deleted, once the user logs out or closes the session.

Contact us for a demo

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