



IDENTITY
AND ACCESS
MANAGEMENT
EXPERTS

Service Offering

IAM EXPERTS, ADDING VALUE!

January 2025



IAM Experts: Global Reach



About Us

IAM Experts, a leading consultancy firm based 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.

Why IAM Experts



Identity Management



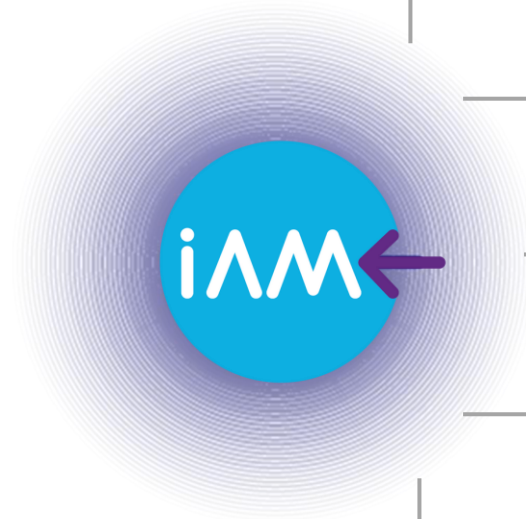
Privileged Access Management



PKI & Access Control



Directory Services



360+ IAM experts across the globe.

Offices in the UK, France, India, and South Africa.

Vendor agnostic and client-centric.

A quality label and unique methodology that have continuously evolved over 16 years.

150+ projects across Finance, Insurance, Pharmaceutical, Retail, Telecom Industries, and Public Sector, in 22 countries.

Our Core Services



ADVISORY SERVICES

- Maturity Assessment
- Technical Audit
- Strategy
- Roadmap Definition
- RFI/RFP Lead



IMPLEMENTATION SERVICES

- Technical Support
- Maintenance & Upgrade
- Application on-boarding
- KPI/KRI Monthly Reporting



MANAGED SERVICES

- Program/Project Management
- Change Management
- Governance Model
- IT Control

Our Values



PROVEN EXPERTISE

We bring decades of experience in IGA, PAM, AM, and CIAM. Clients benefit from the expertise of our specialists, ensuring top-quality deliverables without compromise.



FLEXIBLE APPROACH

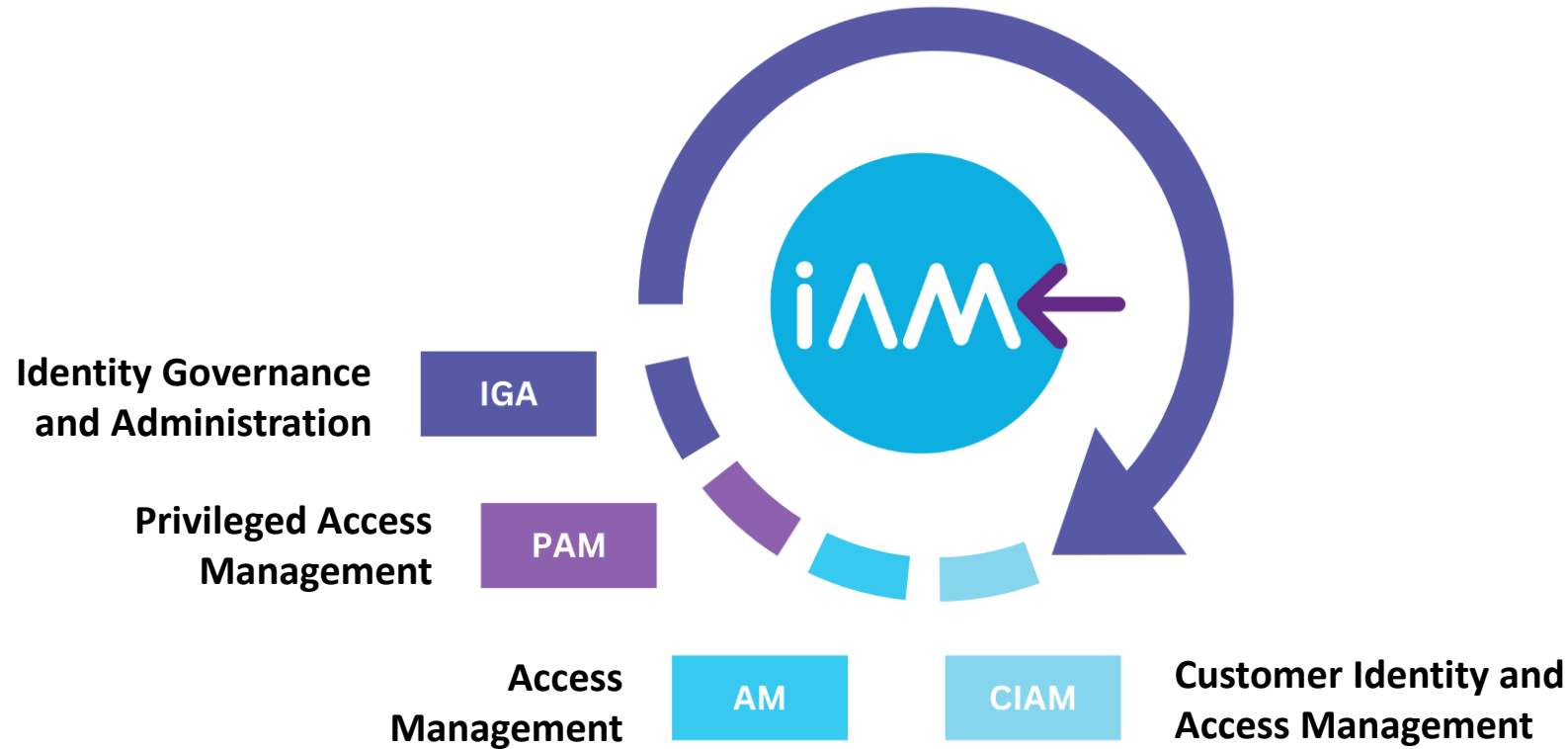
On top of industry trends, we embrace a problem-solving mindset, adapting and innovating to tackle evolving challenges with agility and effectiveness.



COLLABORATION

Working closely with clients, we address their specific business pain points, delivering tangible results and offering guidance throughout the entire process.

Our Expertise and Partners



CYBERARK®

okta

SailPoint

SAVIYNT



Delinea

ONE IDENTITY™

PingIdentity®

FORGEROCK

Microsoft
Entra

strongdm



Professional Services Offering

Scope



- The scope of our managed service is defined by the technology vendor involved.



- IAM EXPERTS supports the following vendors as part of its managed services:



Advisory Services



- Included in all our Managed Services options.



- 2 hours advisory workshop per month.



- Continuous IAM strategy and roadmap definition with monthly releases.



Continuous Training



- Providing an ad hoc training programme for your team based on specific requirements.



- Monthly performance review.



- Collaborating with your team to identify and address their challenges.



- Customised workshops.



- Advising on best practices.

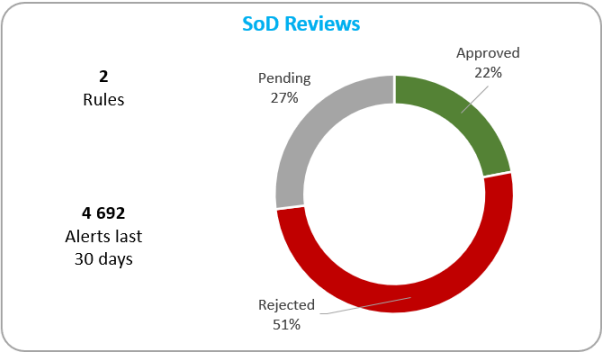
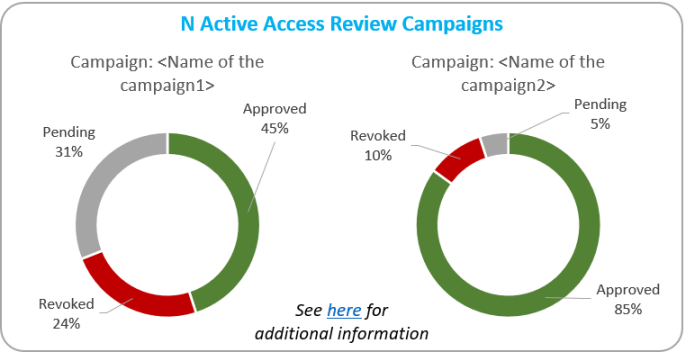
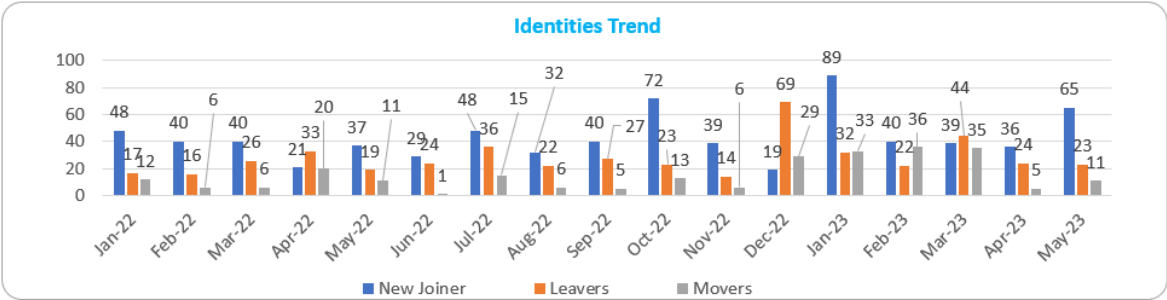
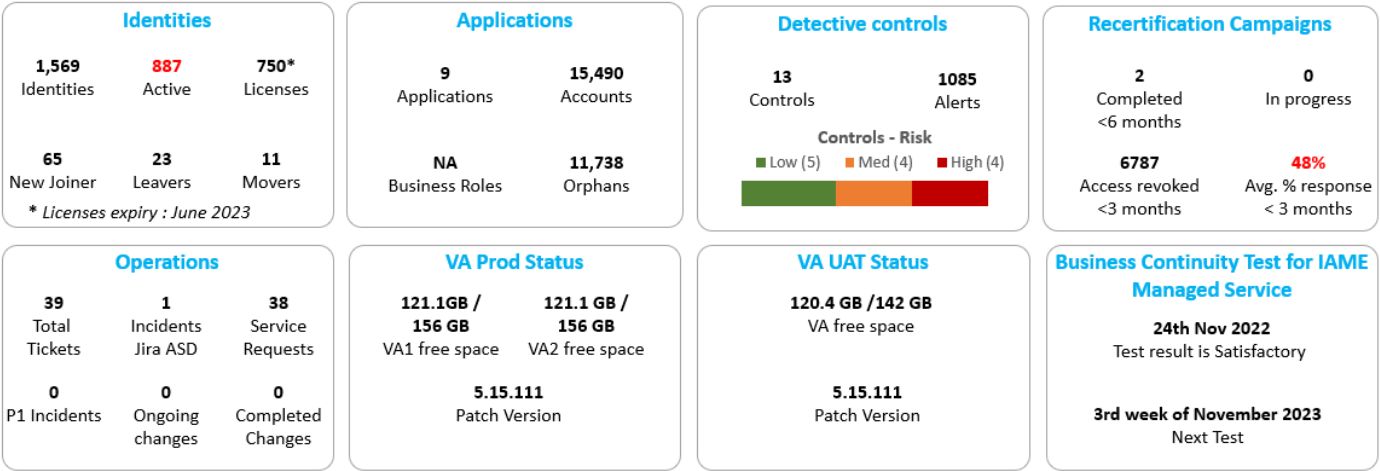


- Optimising your technological, financial, and human resources.

Operational Services

- Daily system administration.
- Organise and lead access review campaign.
- Data Governance and Orphan account management.

IAM Dashboard as of 01-June-2023 for the reporting period



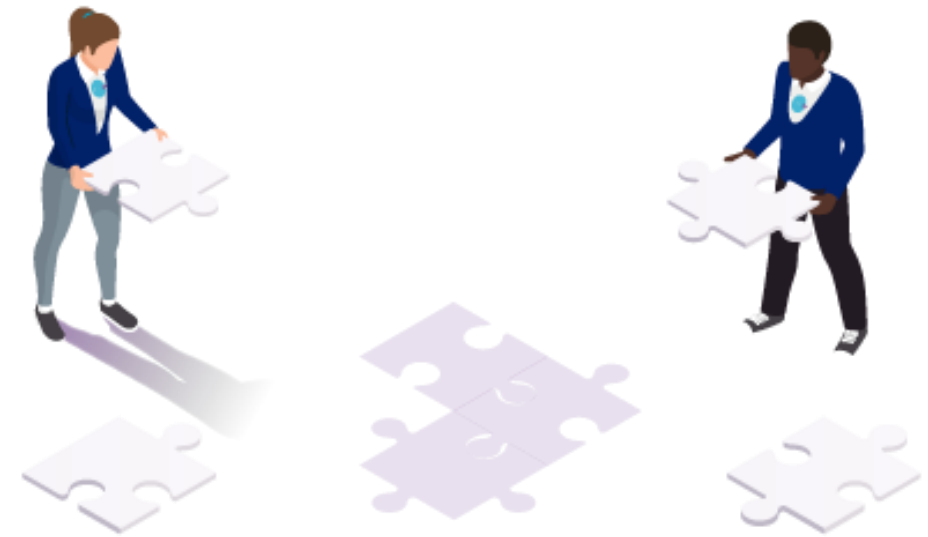
Incident Management

- Service availability from office hours to 24/7.
- Response time up to 15 minutes for P1 incidents.
- Vendor management for crisis management and defect resolution.



Implementation Services & Change Management

- Service capacity is a volume of expertise (# hours) allocated for minor changes such as building a new report or changing a workflow process.
- System upgrade with an upgrade calendar defined each year.
- Including implementation of security fixes or patches as soon as they are released by the vendor.



Application On-Boarding Factory

We guarantee a fix-price offering for application onboarding per month/year based on complexity.

Category	Requirement review / Design	Account & Entitlement Aggregation	Automated (De)-Provisioning	QA Support	Doc	Deployment	TOTAL	Lead Time
1 - AD based	½ day	1 day	2 ½ days	½ day	½ day	N/A	5 days	4 weeks
2 – File based (read-only)	1 day	2 days	N/A	1 day	½ day	½ day	5 days	4 weeks
3 – Database based	1 day	2 days	5 days	1 day	½ day	½ day	10 days	6 weeks
4 – LDAP based	1 day	2 days	5 days	1 day	½ day	½ day	10 days	6 weeks
5 – Standard OOTB Connector	2 days	3 days	8 days	2 days	1 day	1 day	17 days	7 weeks
6 – API based connector	3 days	5 days	10 days	3 days	1 day	1 day	23 days	9 weeks
7 – Complex applications	The Services Provider will review the requirements to estimate and share the effort required. The Client will review the estimates and decide accordingly to initiate the onboarding.							

Contact Us

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UK. France. India. South Africa.