



IDENTITY
AND ACCESS
MANAGEMENT
EXPERTS

Managed Services Offering

IAM EXPERTS, ADDING VALUE!

January 2025



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.



With IAM Experts, a More Secure Digital Identity Transformation



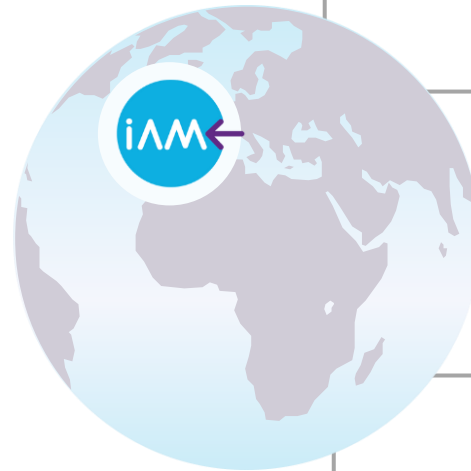
**Workforce Identity
& Access Management
(IGA, PAM, AM)**



**Consumer Identity &
Access Management**



**Cloud Infrastructure
Security Services**



- **360+ IAM experts** across EMEA and APAC
- **4 offices** - UK, France, India, and South Africa.

- Vendor agnostic and client-centric approach.

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

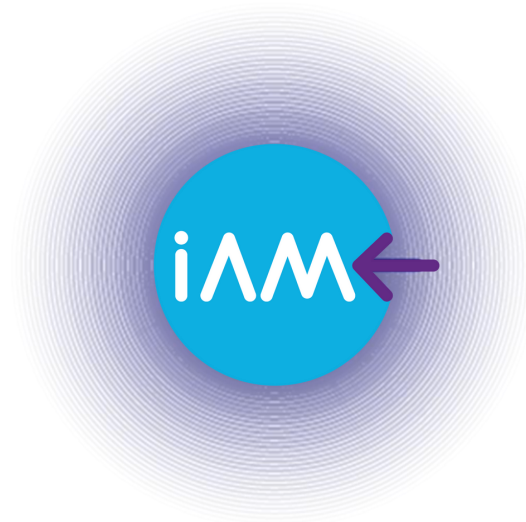
- **150+ projects** across all industries
- **22 countries**

Our Core Services



Advisory Services

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



Managed Services

- 24/7 Support
- BaU Platform Administration
- KPI/KRI Reporting Services
- Application on-boarding
- Continuous Training



Implementation Services

- Program/Project Management
- Design & Architecture
- Stakeholder Management
- Target Operating Model definition
- Solution Implementation
- Application on-boarding
- Custom development

Our Competitive Advantages



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.

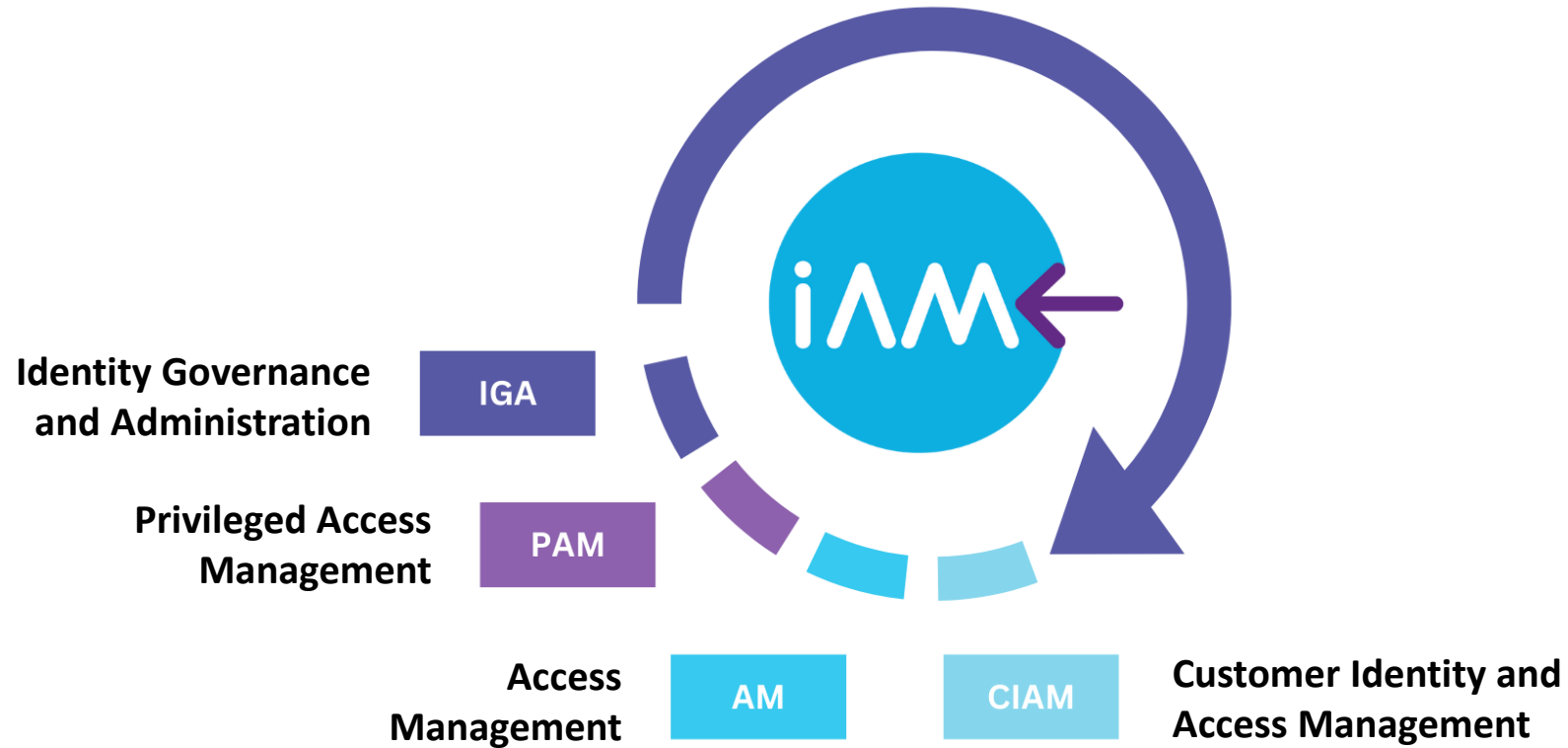


Collaboration

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





Managed Services Offering

Our Managed Services Offering

Our Offering	Silver	Gold	Platinum	Tailored
Scope	See vendors supported	See vendors supported	See vendors supported	See vendors supported
Availability	8x5 standard working hours	8x5 standard working hours	8x5 standard working hours	Up to 24/7
Response Time (SLA)	Up to 4 hours (P1)	Up to 30mn (P1)	Up to 30mn (P1)	Up to 15 min (P1)
Incident Management & Advanced Expertise	✓	✓	✓	Optional
Advisory Services	✓	✓	✓	Optional
Vendor Management & Security Patching	✓	✓	✓	Optional
Operational Services		✓	✓	Optional
Continuous Training		✓	✓	Optional
Application On-Boarding Factory		✓ (5 apps)	✓ (25 apps)	Optional
Change Management			✓ (300 hours)	Optional
System Upgrade			✓	Optional
Organise and Lead BCDR tests			✓	Optional

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.

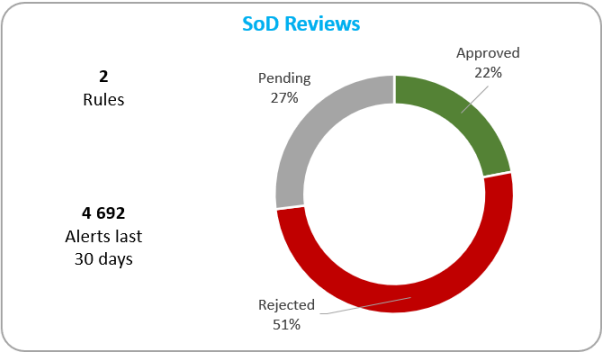
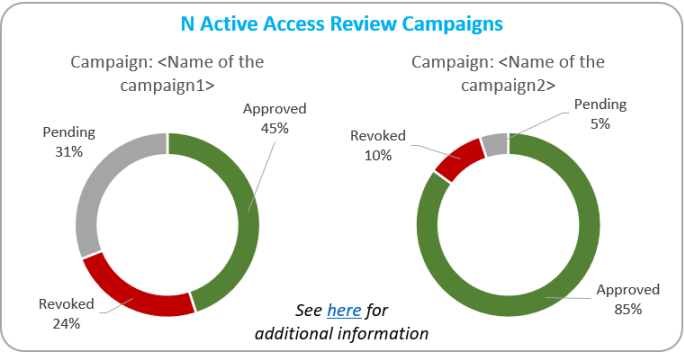
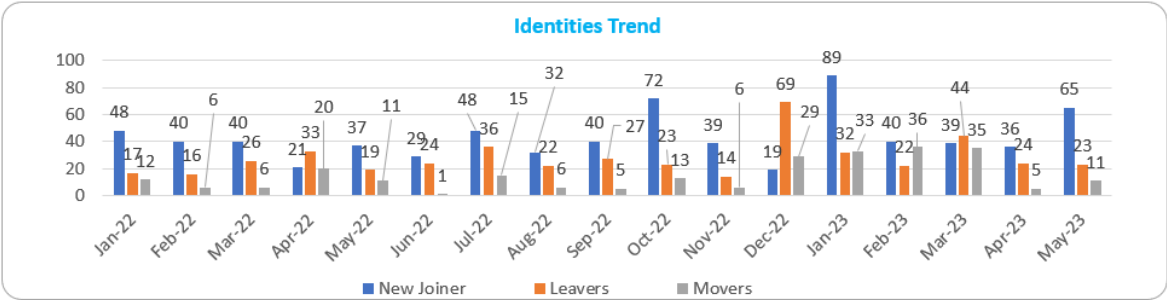
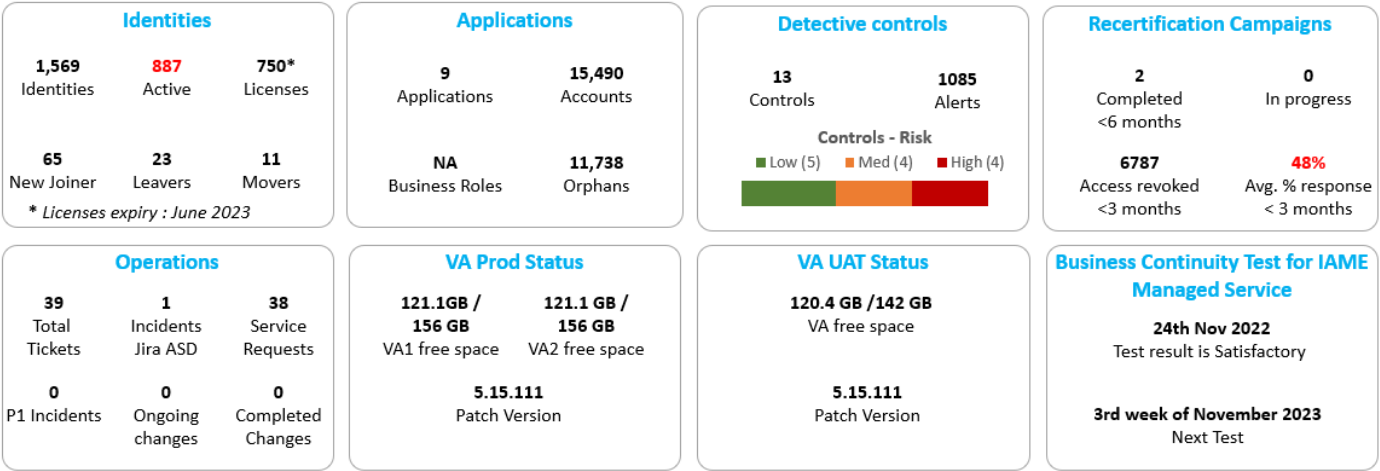


- Optimising your technological, financial, and human resources.

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.

Support Requests (SR)

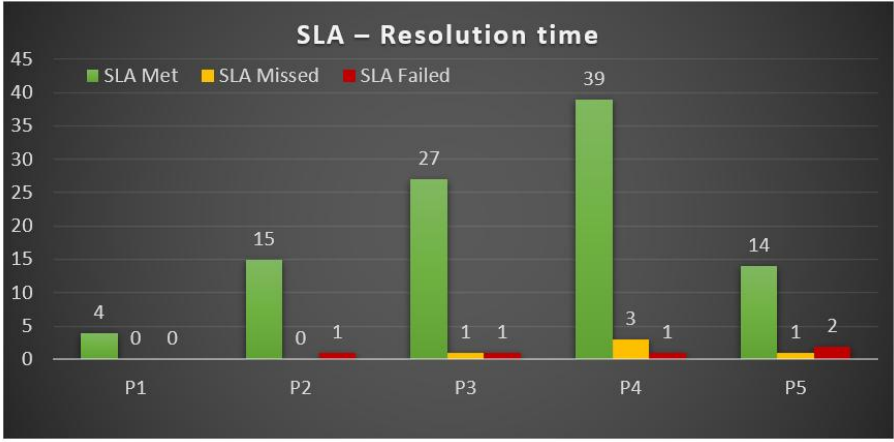
Source	# raised	Category	# raised
Ticketing service	12	Category 1	24
Email	24	Category 2	23
Teams	14	Category 3	54
Phone	1	Category 4	21

SR	# raised	# closed
Total	225	214

Incidents

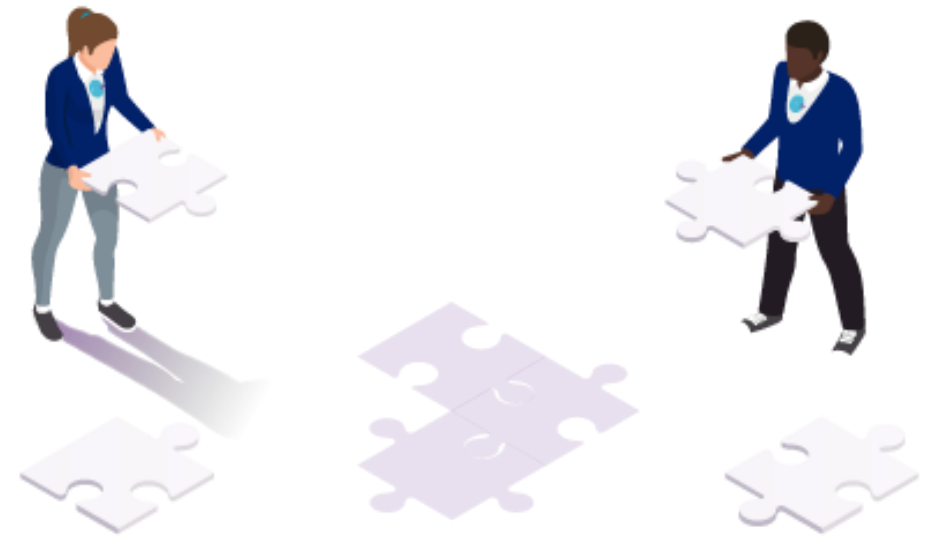
Priority	# raised	# closed	Avg. RT
1	3	3	3.2h
2	43	42	7.6h
3	56	57	2.5d
4	123	112	5.1d
5	0	0	12d
Total	225	214	--

* Average Resolution Time by the managed service



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
1 - AD based	½ day	1 day	2 ½ days	½ day	½ day	N/A	5 days
2 – File based (read-only)	1 day	2 days	N/A	1 day	½ day	½ day	5 days
3 – Database based	1 day	2 days	5 days	1 day	½ day	½ day	10 days
4 – LDAP based	1 day	2 days	5 days	1 day	½ day	½ day	10 days
5 – Standard OOTB Connector	2 days	3 days	8 days	2 days	1 day	1 day	17 days
6 – API based connector	3 days	5 days	10 days	3 days	1 day	1 day	23 days

Contact Us

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UK. France. India. South Africa.