



G-Cloud 15 Service Definition

**Digital Identity and Access Management:
Strategy, Service Design, Implementation**

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 **accenture**

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1.0 Scope of our services

Digital identity is becoming more important as the world adapts to greater online presence and transactions. The importance of trust and veracity of an identity must be balanced with the user experience and connectivity expected by citizens, employees and any other users of IT systems. The current trends in digital identity enable this balance of user experience and security with requirements for both able to be met with appropriate strategy and planning to inform transformational programmes. In order to meet user experience demands identity and access management (IAM) should be:

- **Fast and easy** – providing transparency and context into access rights across an entire organisation so stakeholders can quickly make decisions and justify them in alignment with policies and regulations.
- **Intelligent** – predicting access recommendations and proactively identifying anomalies, so IAM teams can be more responsive to the business and reduce overprovisioning.
- **Scalable** – enabling IAM teams to operate efficiently, establish coverage and control across the enterprise and cloud applications and make decisions in real time, so they can keep pace with the speed of business even as it evolves and grows.

Accenture offers services across 3 IAM domains:

- **Enterprise IAM** – serving internal users and third parties whilst providing data driven insights to control risk, reduce costs and certify/recertify access. Typical areas in focus include provisioning, joiner mover leaver (JML) automation, recertification, role/entitlement revocation and attribute and role-based access control (ABAC and RBAC). Some of our clients also work with fine-grained authorisation capabilities in addition to conventional enterprise IAM capabilities.
- **Privileged access management** – serving identities with privileged and elevated access rights to secure the most sensitive assets within an organisation. This involves secrets management, password rotation, session recording, privileged analytics and control of service accounts.
- **Citizen IAM** – serving citizen needs for omni-channel access, citizen-centric visibility through strong identity management and risk-based authentication. Scalability becomes a large factor due to the demands of external customer/citizen groups.

Accenture's enterprise digital identity services provide quick time to value coupled with risk reduction and data driven insights to transform identity and access management and data access governance across an organisation. Accenture's solutions can enhance anti-fraud controls through enabling capabilities such as biometric authentication and alignment with industry best practice such as good practice guides, namely 44 and 45.

ENTERPRISE IAM OVERVIEW

What is Enterprise IAM?

A full lifecycle of IAM services for the enterprise, covering data management, processes and technologies to securely manage identities and entitlements for workforce users of every type. Capabilities enabled include:

 **Access Certifications** Automation of access certification to ensure individuals have the right level of privilege for their role

 **Self Service Functionality** Capabilities enabling users to reset their own passwords and request required access

 **End to End Lifecycle Management** Automate access changes across the user lifecycles (joiners, movers and leavers).

Key Drivers

The key drivers for the implementation of an Identity & Access Governance solution (IAG) for the enterprise include:

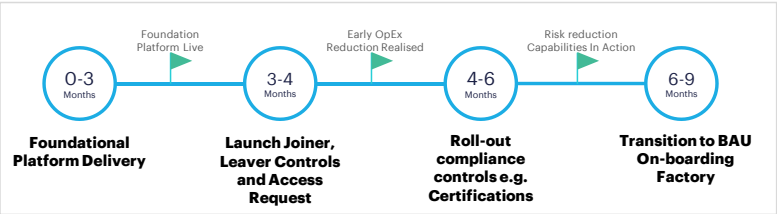
- 1 Risk Reduction:** Providing governance of access provisioning and de-provisioning to ensure users have the appropriate access
- 2 Compliance and Regulation:** Driven by Internal and External Audit finding as well as a changing regulatory landscape
- 3 Operational Efficiency:** Automation of manual tasks performed by support desks and move towards a centralized platform for access management

Outcomes and Benefits

The key outcomes driven by implementing an IAG solution include, but are not limited to:

-  **Improved Risk Posture:** Improved risk posture with better visibility of users' access and privileges across the estate
-  **Insights and Contextual View:** with full-view of access across applications to review and report
-  **Reduction in Operational Costs** with access management process and provisioning automation

Delivery Timeline



Innovation and Trends

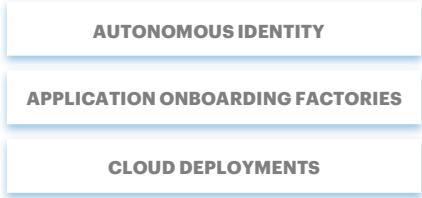


Figure 1: Enterprise IAM

Example alliance partners/technologies:

- Active Directory
- Azure AD
- ForgeRock
- Microfocus/NetIQ
- Oracle
- Ping
- Okta
- Sailpoint IIQ and IdentityNow
- One Identity and Starling Connect
- Securonix
- ExaBeam
- Axiomatics
- PainID

Accenture’s privileged access management services aim to improve an organisations risk posture, improving compliance with regulations for privileged accounts and enhanced automation and auditability of actions performed with privileged access.

PRIVILEGED ACCESS MANAGEMENT OVERVIEW

What is Privileged AM?

Advanced capabilities to secure access to sensitive privileged account credentials, ensuring temporary access on a needs basis, strong authentication, password management, brokered access and session monitoring to secure the most sensitive access within the organisation :

-  **Discovery & Vaulting** Automation of privileged account discovery and moving them into credential wallet and vaults for secure access
-  **Password Rotation** capabilities enabling reset of privileged account passwords on a periodic basis
-  **Session Monitoring** capabilities to log and monitor activities performed and executed by individuals using the privileged accounts

Key Drivers

The key drivers for the implementation of an Identity & Access Governance solution (IAG) for the enterprise include:

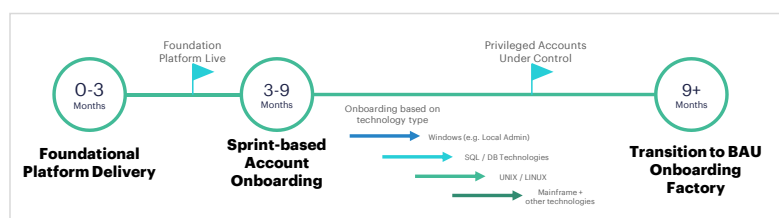
- 1 Risk Reduction:** Providing control over the use of privileged accounts and automated controls on their use
- 2 Compliance and Regulation:** Driven by Internal and External Audit findings on privileged access
- 3 Complex Threat Vectors:** Both internal and external actors present significant risk along with new risks from IoT and cloud environments

Outcomes and Benefits

The key outcomes driven by implementing an IAG solution include, but are not limited to:

-  **Improved Risk Posture:** Improved risk posture by controlling the use of privileged credentials and accounts
-  **Compliance with regulations:** achieve and easily demonstrate compliance with automated controls of privileged accounts
-  **Automation and Auditability** Automate password management and reduce reliance on manual processes while providing auditability of the use of privileged accounts

Delivery Timeline



Innovation and Trends

CLOUD VISUALISATION FOR PAM

ACCOUNT ONBOARDING FACTORIES

SAAS & CLOUD INFRA ONBOARDING

Figure 2: Privileged Access Management

Example vendors and technologies:

- CyberArk
- One Identity/Safeguard
- Thycotic
- BeyondTrust
- Hashicorp Vault
- Centrify

Accenture's citizen IAM services put citizen experience at the forefront of the solution providing consistent experience across channels, a single identity to access services and consent and access delegation capabilities to secure and protect citizen data whilst enabling the access required. Identity verification is a major challenge for the success of CIAM programmes and Accenture brings experience of both industry best practice such as GPG 45 and also innovations from other industries such as mobile based identity verification and NFC reading.

CIAM solutions often have strong ties to e-crime and anti-fraud programmes were Accenture's technical and business integration experience can ease the solution design challenges with multiple stakeholders and interested parties.

CITIZEN IDENTITY MANAGEMENT OVERVIEW

What is Citizen IAM?

A full lifecycle of IAM services for citizens setting them for the next stage of digital evolution. This includes:

- Single Sign-On:** Allows citizens to access all of your applications with a single set of credentials including cloud / third party apps.
- Multi-Factor Authentication (MFA):** Provide secure access to applications and verify an individuals identity with confidence
- Omnichannel Experience:** Create unified citizen profiles to provide omnichannel experience and personalisation

Key Drivers

The key drivers for the implementation of a citizen Identity & Access Management solution include:

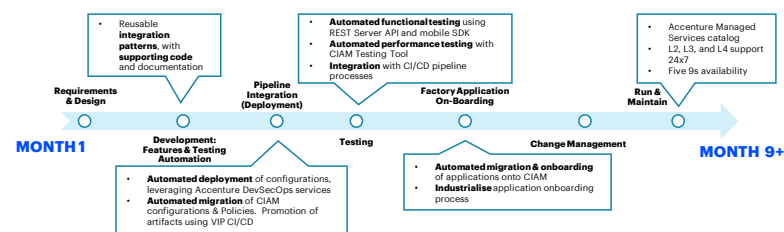
- 1 Citizen Experience:** Providing citizens with a seamless digital experience is a crucial differentiator for businesses
- 2 Security and Trust:** Balancing citizen experience with delivering a secure solution to authenticate and authorise the citizen
- 3 Performance and Scalability:** Data collected for citizens has grown significantly and a robust CIAM solution is needed to scale to these needs

Outcomes and Benefits

The key outcomes driven by implementing an CIAM solution include, but are not limited to:

- Unified View of the citizen :** citizen data captured in one channel, and available for all business units, enabling strong contextual identity assurance
- Effortless Access** switch between channels, retaining access and your activity history for a seamless experience
- Authorisation for data access** Consent and delegation platform that protects citizen's data and meets regulatory requirements

Delivery Timeline



Innovation and Trends

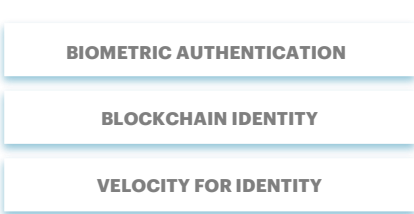


Figure 3: Citizen Identity Management

Example vendors and technologies:

- Forgerock
- Ping Identity
- Transmit Security
- Okta

2.0 Approach

Any digital identity transformation must be underpinned by a vision and strategy aligned to the benefits an organisation wishes to achieve. Accenture can provide advisory/consulting services to help define a strategy and roadmap based on deep domain experience coupled with industry understanding. The process will focus on relevant use cases, business objectives, business processes and customer, citizen, partner and user experience.

Once the aims are understood Accenture takes an iterative and agile approach to delivering digital identity transformation. The initial phase delivers a production ready base platform to form the foundation for identity and access management capabilities. Following on from this Accenture works with our clients to understand and elaborate user-centric features in priority order to deliver value in an iterative manner.

We work closely with our clients to manage on-going delivery progress through reporting as well as regular 'show & tells' as an opportunity for early feedback and as a mechanism to address and changes that may be required throughout development.

This approach has proven to provide quick realisation of initial value, iterative release of functionality that is easier to align with dependent teams and the ability to gain and address feedback from stakeholders and users to provide a solution that best meets the needs of those it is serving.

3.0 Expected Outcomes

The outcomes from Accenture's digital identity services offering are aligned to the needs of the customer. Deliverables may include but are not limited to:

IAM strategy and roadmap – a formal document describing the vision and mission of a proposed IAM transformation programme, an assessment of current capabilities against desired future state and a high-level set of activities required to achieve the future state.

Delivery of an IAM or PAM capability – technical delivery with supporting documentation and handover of an IAM or PAM platform that has been configured and deployed to customer requirements.

Managed service IAM or PAM platform – a managed service dedicated to the operation of an IAM or PAM solution to meet customer SLAs and KPIs.

4.0 Pricing

Please refer to the associated pricing document/ rate card relevant for this service.

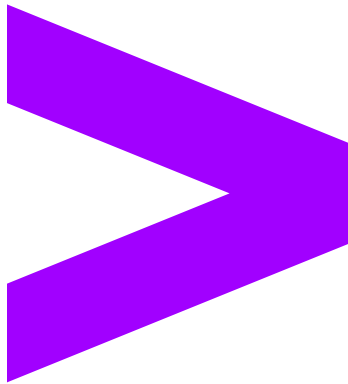
5.0 **Contacts**

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6.0 About Accenture

Accenture is a leading global professional services company that helps the world's leading businesses, governments and other organisations build their digital core, optimise their operations, accelerate revenue growth and enhance citizen services—creating tangible value at speed and scale. We are a talent- and innovation-led company with approximately 799,420 people serving clients in more than 120 countries. Technology is at the core of change today, and we are one of the world's leaders in helping drive that change, with strong ecosystem relationships. We combine our strength in technology and leadership in cloud, data and AI with unmatched industry experience, functional expertise and global delivery capability. We are uniquely able to deliver tangible outcomes because of our broad range of services, solutions and assets across Strategy & Consulting, Technology, Operations, Industry X and Song. These capabilities, together with our culture of shared success and commitment to creating 360° value, enable us to help our clients reinvent and build trusted, lasting relationships. We measure our success by the 360° value we create for our clients, each other, our shareholders, partners and communities



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