

# Identity and Access Management FastTrack Services ( IAM / IDAM ) G-Cloud 15





# Table of Contents

|     |                                                 |   |
|-----|-------------------------------------------------|---|
| 1   | Service Overview .....                          | 3 |
| 2   | Business Need .....                             | 3 |
| 3   | Our Approach.....                               | 3 |
| 3.1 | Pre-Engagement Stage .....                      | 4 |
| 3.2 | Work Stream 1: Identity Data Analytics .....    | 4 |
| 3.3 | Work Stream 2: FastTrack Assessment .....       | 4 |
| 4   | Buyer Responsibilities .....                    | 5 |
| 5   | Service Management .....                        | 5 |
| 6   | Protection of Data .....                        | 6 |
| 7   | On-boarding and Off-boarding .....              | 6 |
| 8   | Skills and Knowledge Transfer .....             | 6 |
| 9   | Vendor Accreditations/Awards .....              | 6 |
| 10  | Sub-contractors .....                           | 7 |
| 11  | Business Continuity and Disaster Recovery ..... | 7 |
| 12  | Pricing .....                                   | 7 |
| 13  | Ordering and Invoicing .....                    | 7 |
| 14  | Termination Terms .....                         | 7 |
| 15  | Further Information .....                       | 8 |



# 1 Service Overview

Effective Identity and Access Management (IAM / IDAM) is more important today than ever as the way organisations interact with employees, partners, suppliers and customers is radically changing, especially with the move to cloud and mobile. As external interactions increase, IAM can become the primary line of defence for the enterprise. The implications of not having effective IAM controls can be significant.

According to BeyondTrust, The State of Identity Security for 2023, published July 7<sup>th</sup> 2023, “68% of the organizations that incurred an Identity-based breach over the past year suffered a direct business impact as a result, the most significant of which being the cost associated with recovering from the breach. Other impacts ranged from distracting from core business to the tarnishing of the business’s reputation.”

The focus should be on agreeing and establishing the policies and processes required for making the IAM services a success. Without a business-led approach, IAM projects are failing and are costly.

Capgemini introduced a new approach to implementing IAM called IAM FastTrack Services. IAM FastTrack can take an organisation all the way through to effective IAM, beginning with an IAM FastTrack Insight which delivers the following benefits:

- Insight to inform planning provided through a fact-based determination of the current environment using identity analytics tooling.
- Avoiding expensive feasibility studies and other analysis that often miss what is important (e.g., access rights and the quality of identity data and identity processes).
- Delivery of a roadmap and a benefits case to help secure the important business buy-in.

A head start for IAM projects which can utilise the process design, data improvement and the IAM tooling (where appropriate) of IAM FastTrack.

- Facilitate agreement amongst stakeholders of “what good looks like” for IAM projects.
- Immediate business benefits through securing savings from “low hanging fruit”. For example, in one organisation we identified over £7m per annum of identified savings through avoided license costs, tactical automation and process efficiencies.

Capgemini’s IAM FastTrack Insight can be tailored but is typically a 6-week engagement including the tools and professional services.

## 2 Business Need

To move ahead with IAM initiatives and improvements, there are many interrelated areas that need to be considered, and a way forward agreed across stakeholders. IAM FastTrack can differ from more traditional IAM advisory services by performing advanced analytics of actual data (i.e. facts) at an early stage to help determine and inform the IAM strategy, roadmap, and business case. The use of facts in this way can bring a level of clarity that can allow agreement and stakeholder buy-in at an early stage and can help achieve business benefits earlier. Introducing effective IAM can also play a significant part in an organisation’s ability to demonstrate its regulatory compliance with the DPA/GDPR.

## 3 Our Approach

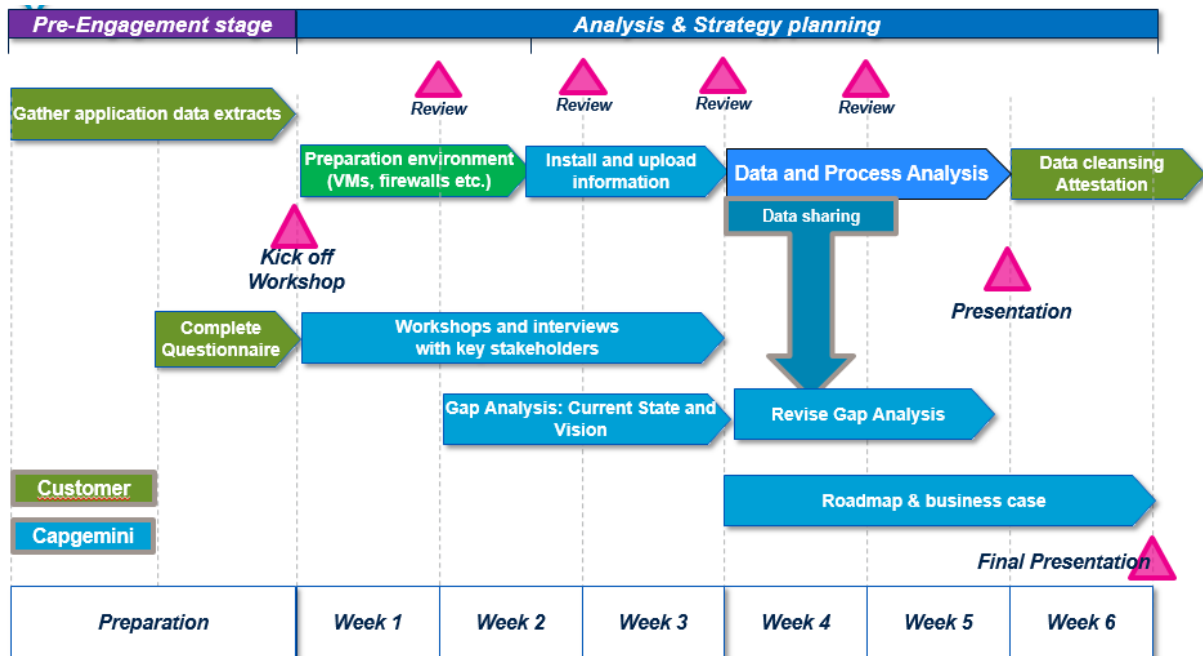
IAM FastTrack Insight comprises two inter-related work streams that run typically through the six week period:

- **Work Stream 1: Identity Data Analytics** – Fact based discovery which typically can populate data from the identity source system (e.g. HR) and enterprise directories to the Capgemini deployed IAM Analytics tooling.



The analytics tooling can be a stand-alone, on-premises or SaaS capability. Up to a maximum of five further applications or systems can also be connected based upon a file import. Based on collected data Capgemini can establish identity data issues that exist within these systems and help establish the root causes of these issues.

- **Work Stream 2: FastTrack Assessment** – An assessment can be performed based on the state of IAM processes and technology in the organisation. By using the facts determined in Work Stream 1, substantiated recommendations can be made about how to move forward in a more accurate and agile manner than traditional approaches.



This diagram is for illustration only and does not represent any obligation or responsibility of Capgemini.

### 3.1 Pre-Engagement Stage

A 'kick-off' meeting is held during this stage to agree and plan the subsequent activities. Following the meeting, Capgemini can help agree and document a Terms of Reference reflecting the specific items that can be included based on the customer's particular environment. A more detailed timeline of activity can be produced. The customer can also provide Capgemini with any useful background information, a completed questionnaire and documented requirements (e.g. audit report findings, current IAM strategy, data extracts, etc.). Preparations to enable the collection of information can also be taken at this stage.

### 3.2 Work Stream 1: Identity Data Analytics

The customer will either provide an appropriate environment for hosting the data analytics tooling, or it can be hosted on Capgemini's infrastructure. Technical Discovery can be undertaken using SailPoint Identity Security Cloud (SaaS) or SailPoint IIQ (deployed remotely, or on premises, or on a stand-alone sandbox). Capgemini experience can be used to pre-configure the IAM tooling to enable the IAM analytics activities to be conducted within the time. As a result of data analytics detailed reports with findings can be provided, together with extracts of cleansed data where appropriate. The Data Analytics tooling will be removed at the end of the period.

### 3.3 Work Stream 2: FastTrack Assessment

Alongside the Identity Data Analytics work stream, workshops and interviews can be held to undertake current and future state analysis against IAM processes and technology. This can help produce the IAM roadmap and to



explore the IAM Benefits Case. Analysis of the inputs and key artifacts can be undertaken to produce draft of outputs for review and validation. The deliverables of IAM FastTrack Insight engagement consist of:

- **IAM Gap Analysis** – a high-level assessment of the current state of the 11 domains of IAM across the enterprise, using Capgemini's IAM maturity model ("Where are we now?");
- **IAM Vision** – technical and data viewpoints that can meet current and future business requirements across business ("Where do we want to be?");
- **IAM Roadmap** – can help achieve the IAM vision through a staged approach ("How do we get there?");
- **IAM Benefits Case** – associated with each major improvement area identified within the roadmap.
- **Executive Summary Presentation** – typically a PowerPoint summary of key findings and recommendations can be produced and delivered to key stakeholders.

The deliverables can be formulated by Capgemini, but approval of the strategy, business case and roadmap remain a customer responsibility.

## 4 Buyer Responsibilities

Please refer to the Supplier Terms listed with this service on the Digital Marketplace

The following Buyer responsibilities will apply:

- The Buyer will provide a project/engagement manager to act as a single point of contact and an escalation route for the full duration of the project/engagement;
- The Buyer will make available appropriate subject matter experts (business and technical) as appropriate to support the project or delivery plan;
- The Buyer will be responsible for providing detailed requirements by the mutually agreed date;
- The Buyer will progress the introduction of the service through any internal service introduction/gating process, Enterprise Architecture processes and any other standard processes that are necessary;
- All internal and external user communications will be managed by the Buyer;
- The Buyer will make any network changes to their networks as required for the project;
- Any changes to existing environments required for the service will be Buyer's responsibilities;
- The Buyer will also provide required test environments and test data reflective of the target implementation environment(s).
- Depending on the service model chosen, the Buyer may have other responsibilities which will be discussed, agreed and then described in the Order Form.
- If these responsibilities do not match your expectations, then please contact us in order that we can explore options to vary our approach.

## 5 Service Management

Capgemini's service can be consumed in any blend of the following deployment and delivery models, all fully managed by Capgemini. Please contact Capgemini to discuss which of these fits Buyer's requirements. These are:

- **Offshore resources:** Capgemini consultants work from offshore locations. This provides a cost-effective solution with access to a large pool of related skills.
- **Onshore resources:** Capgemini consultants work remotely from UK locations. This provides a cost-effective solution for buyers that require UK delivery.



- **Dedicated resources:** Capgemini consultants work on your sites, embedded as part of Buyer's team. This provides a solution for buyers that require skills augmentation and a high degree of control over the work.

## 6 Protection of Data

This service is based on a security classification of 'Official' however, should the client have a requirement for a different security classification that you would like Capgemini to consider, please contact us to discuss.

## 7 On-boarding and Off-boarding

Capgemini shall undertake on-boarding and off-boarding activities agreed within the Order Form and an exit plan in line with the Call-Off Contract terms which will be charged for in accordance with the Pricing section for this service.

## 8 Skills and Knowledge Transfer

Capgemini recognises that skills and knowledge transfer are a critical element in the provision of G-Cloud services to public sector clients. Where possible and applicable, this forms part of the delivery plan for the service agreed at the start of the engagement. Our consultants and engineers are experienced in providing skills and knowledge transfer for major private and public sector clients.

Where appropriate, we may use a standard approach, tailored to topic, skills-gap and individual, to ensure consistency and effectiveness. The approach, Capgemini's Assess-Plan-Implement framework, has been used repeatedly by our teams to structure the work involved in transferring skills and creating new teams capable of driving and sustaining change long after the end of the formal programme. The framework can be applied throughout a project to understand knowledge transfer objectives, plan training delivery methods and materials, and deliver and evaluate success.

## 9 Vendor Accreditations/Awards



For the 13th year in a row, Capgemini has been recognised as one of the World's Most Ethical Companies® by the Ethisphere® Institute. This is an acknowledgement of our ethical culture that makes us an employer of choice and responsible player in the eyes of our clients, shareholders, and the wider community.

Capgemini can provide security delivery professionals with the following industry certifications:

- NIST Cybersecurity Framework (NCSF);
- Certified Information Privacy Professional/Europe (CIPP/E);
- Certified GDPR Practitioner;
- Certified ISO/IEC 27001 Lead Implementer;
- Certified ISO/IEC 27001 Lead Auditor;
- Certified Information Systems Security Professional (CISSP);
- Certified Cloud Security Professional (CCSP)
- Certificate of Cloud Security Knowledge (CCSK)
- Certified Information Security Manager (CISM);



- Certified Information Systems Auditor (CISA);
- Certified Ethical Hacker (CEH);
- TOGAF9, SABSA and other architectural methodologies including Capgemini's own;
- IT security specific MSc or PhD;
- Membership of the Chartered Institute of Information Security Professionals (CIISec)
- Certified in Risk and Information Systems Control (CRISC)
- Computer Hacking Forensics Investigator (CHFI)
- Capgemini delivery staff hold a wide range of vendor specific certifications for many types of IAM and other cybersecurity tooling.

## 10 Sub-contractors

Capgemini can offer these services using either onshore UK resources or offshore resources. Should the Buyer choose an offshore service from India, then Capgemini UK may use the following subcontractors to deliver this service:

- Capgemini Technology Services India Limited.

## 11 Business Continuity and Disaster Recovery

No disaster recovery plan is provided as part of these Services.

## 12 Pricing

This service is priced in accordance with the SFIA Rate Card attached. Capgemini can also provide offshore resources at reduced rates where appropriate. Projects can be priced either on a Time & Materials or Fixed Price basis, or a hybrid combination of the two.

## 13 Ordering and Invoicing

Please refer to the Supplier Terms for this service.

We would be pleased to arrange a call or meeting to discuss your requirements of our service in more detail.

## 14 Termination Terms

Please refer to the Supplier Terms for this service.



## 15 Further Information

For more information about this or any of our G-Cloud services, please contact our Public Sector Team.

**Phone:** 0370 904 4858

**Email:** [publicsector.opps.uk@capgemini.com](mailto:publicsector.opps.uk@capgemini.com) including the following information:

1. The name of this service.
2. The name of your organisation.
3. Your name and contact details.
4. A brief description of your business situation.
5. Your preferred timescales for starting the work.

## About Capgemini

Capgemini is a global business and technology transformation partner, helping organizations to accelerate their dual transition to a digital and sustainable world, while creating tangible impact for enterprises and society. It is a responsible and diverse group of 340,000 team members in more than 50 countries. With its strong over 55-year heritage, Capgemini is trusted by its clients to unlock the value of technology to address the entire breadth of their business needs. It delivers end-to-end services and solutions leveraging strengths from strategy and design to engineering, all fueled by its market leading capabilities in AI, generative AI, cloud and data, combined with its deep industry expertise and partner ecosystem. The Group reported 2024 global revenues of €22.1 billion.

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