

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





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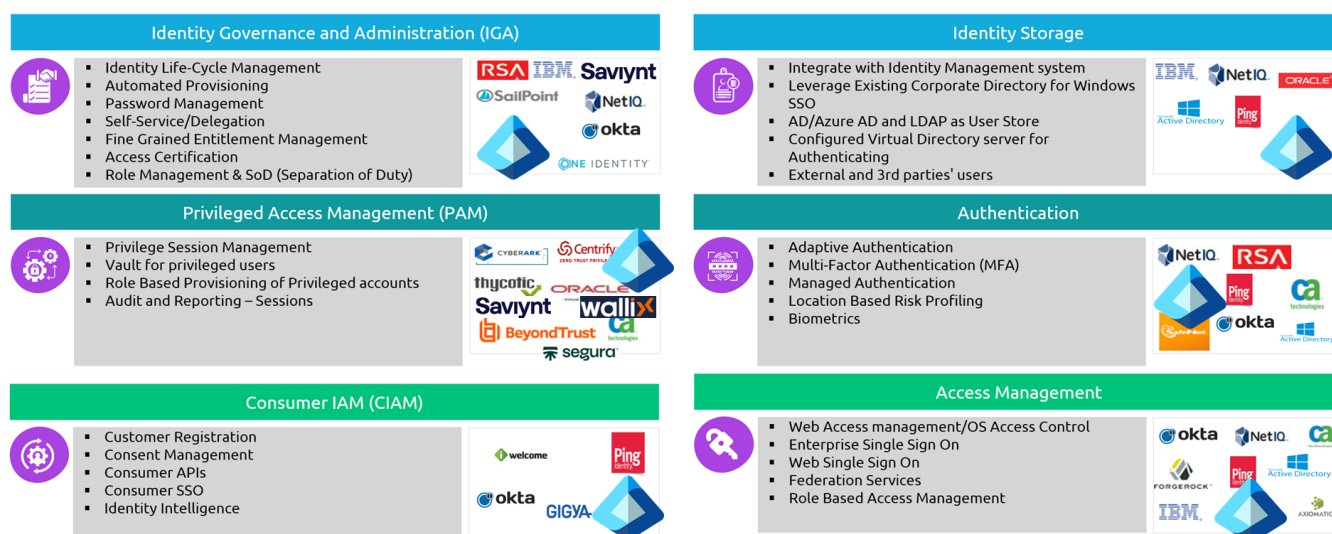


1 Service Overview

Identity and Access Management (IAM or IdAM) consists of the set of policies, processes and underlying infrastructure and tooling that support the creation, maintenance and exploitation of digital identities and related information. Effective IAM is required to enable secure and efficient connections for users – both internal and external – to applications services and information. Although IAM as a coordinated discipline has existed for over two decades, the importance of IAM is continuing to increase to support the new digital environment in which organisations must operate, particularly the increased use of cloud-based services, third party service providers, flexible device policies (e.g., BYOD), the greater importance of non-employee access, and to meet security and compliance requirements. As users and applications move outside the network perimeter, effective IAM becomes the single most important security control.

Capgemini can help organisations meet their Enterprise IAM requirements (i.e. for their own internal staff and third parties). Capgemini can also help organisations improve their Customer IAM, for example using federated IAM methods to enable customers and citizens to interact with organisations in easier and more secure ways.

Capgemini can offer a mature range of IAM Advisory Consulting, Architecture, Design and Implementation Services across several aspects of IAM. We have over 600 professionals around the world focused on IAM solutions delivering a wide range of IAM services as shown below.



IAM Area	Description
IAM Strategic Governance	Establish the overarching strategic roadmap for IAM, including organisation design, governance, policies and business case.
Identity Storage	The centralised set of directories and repositories that hold and distribute identity information.
Identity Lifecycle Management	All aspects of user registration and the provisioning and management of credentials and entitlements.
Privileged Identity Management	Controls over the use of privileged and administrator accounts.
Roles Management	The processes and technologies to create and manage business and IT roles.
Access Management	Authentication and authorisation of users, including SSO, eSSO, federation and adaptive access management.
Identity Audit & Compliance	Support the establishment of ongoing governance and compliance of Identity information and systems to internal and external controls (identity intelligence).



IAM Area	Description
AI for IAM	Use of artificial intelligence and machine learning techniques to improve IAM controls. This is a rapidly developing area, but currently this includes: ▪ Identification of unexpected or unusual access ▪ Use of IAM information to support holistic event analysis ▪ Acceleration of role and entitlement definition ▪ Entitlement controls to support agentic AI capabilities
Fraud Reduction	Using IAM to help reduce internal and external fraud.
Zero Trust and Identity Fabric	Use of IAM capabilities to enable wider functionality – for example, to build trust around a user's activities.
IAM-enabled Cloud	Enabling organisations to securely enable access to cloud services through effective IAM. There is no one single IAM technical product or solution that meets all requirements for cloud enablement - effective IAM for cloud requires the implementation and ongoing orchestration of a number of hybrid IAM processes and services, integrated with other digital and cyber security services.
IAM-enabled Mobility	Enabling organisations to securely exploit mobile devices and working through effective IAM (e.g. BYOD).
Consumer Identity	Enabling organisation to exploit the latest innovations in consumer identity for new Digital opportunities (e.g. through social identity integration).

Capgemini has contributed to many of the latest security standards, including SAML, XACML, SPML, that are associated with IAM solutions.

Capgemini is experienced with IAM technologies including those from leading IAM suite vendors such as PingID, CyberArk, SailPoint, Saviynt, Microsoft and Okta.

2 Business Need

Organisations currently face many business challenges that often require improved IAM effectiveness, for example:

1. **Consumer:** How do we identity-enable our consumer services (e.g., exploit social identities)?
2. **Business Enablement:** How do we enable new business models (e.g., 3rd party staff, acquisitions and divestments, remote working, Operational Technology)?
3. **IT Enablement:** How do we enable new IT-led opportunities (e.g., Agentic AI, Cloud, Mobility, Rapid Application Development)?
4. **Risk and Compliance:** How do we reduce our information security risk exposure and ensure compliance?

Capgemini can offer business-centric IAM consulting and professional services that enable organisations to better understand their requirements and establish how to move forward pragmatically and then address these challenges. Capgemini IAM services are delivered through robust and proven IAM consulting methodologies, based on Capgemini's experience in the field of IAM, as described in the service approach, methodology and benefits section below. Capgemini is one of the world's leading IAM practitioners, having successfully delivered over 120 IAM projects worldwide in the last five years, covering all recognised domains of IAM. Capgemini has a vendor-agnostic stance: although we have strong relationships and alliances with all leading IAM vendors, we always work with our clients to choose the most appropriate tooling, including situations where we recommend a non-technology solution.



Capgemini is a leading contributor to global industry forums and standards committees and has contributed to many of the latest security standards, including SAML, XACML, SPML. We maintain our own innovation labs and undertake POC initiatives to ensure we can leverage new and emerging capabilities – for example around AI.

It is this IAM experience that enables Capgemini to work collaboratively to provide practical and effective consulting tailored to our customers' requirements.

3 Our Approach

Enterprise and Consumer IAM is most effective within an organisation when an holistic view is taken, incorporating requirements from a stakeholders across an organisation, and being led by business rather than technology. Unfortunately, taking a purely 'top-down' approach can easily fall into the trap of attempting an overly complex initiative with benefits that cannot be realised in the short-term. Capgemini's major IAM implementations are therefore increasingly being carried out using Agile techniques. Based on Capgemini's IAM experience over many years, Capgemini has developed a set of IAM consulting methods and tools based around a good practice IAM implementation approach that enable us to address IAM policy, process, data and technology changes within an overall framework. This can be 'right-sized' to enable early benefits and develop IAM programme momentum that enables further benefits to be realised over time so that organisations are able to avoid stove-piped solutions that risk being replaced and superseded within short timescales. Importantly, Capgemini has developed an innovative approach called 'IAM FastTrack' that enables us to make a fact-based assessment and then move into deployment in a nimbler fashion at reduced cost and risk to traditional IAM projects. Capgemini applies this approach to enable organisations to securely move to the Cloud. For example, as the risk landscape changes when moving to the Cloud, Capgemini can review what data is to be secured within the Cloud, by whom and how can this be accessed, to enable appropriate IAM controls to be defined and implemented.



Capgemini IAM Implementation Approach

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

Capgemini uses industry standard frameworks such as TOGAF9 in the enterprise and solution architecture spaces and these, together with project management frameworks such as Capgemini's DELIVER, are typically applied to IAM projects.

4 Buyer Responsibilities

Please refer to the Supplier Terms listed with this service on the Platform. These may contain additional Buyer obligations/costs the Buyer is subject to that are not identified anywhere else in the Supplier's Application or on the Platform.



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 any 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 us to discuss which of these fits your requirements. These are:

- **Offshore resources:** Capgemini's consultants work from our offshore locations. This provides a very cost-effective solution with access to a large pool of related skills.
- **Onshore resources:** Capgemini's consultants work remotely from UK locations. This provides a cost-effective solution for buyers that require UK delivery.
- **Dedicated resources:** Capgemini's consultants work on your sites, embedded as part of your 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 you have a requirement for a different security classification that you would like us 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 is 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 cyber security tooling.



10 Sub-contractors

Capgemini can offer the above services using either onshore UK resources or offshore resources. Should the Customer 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 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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