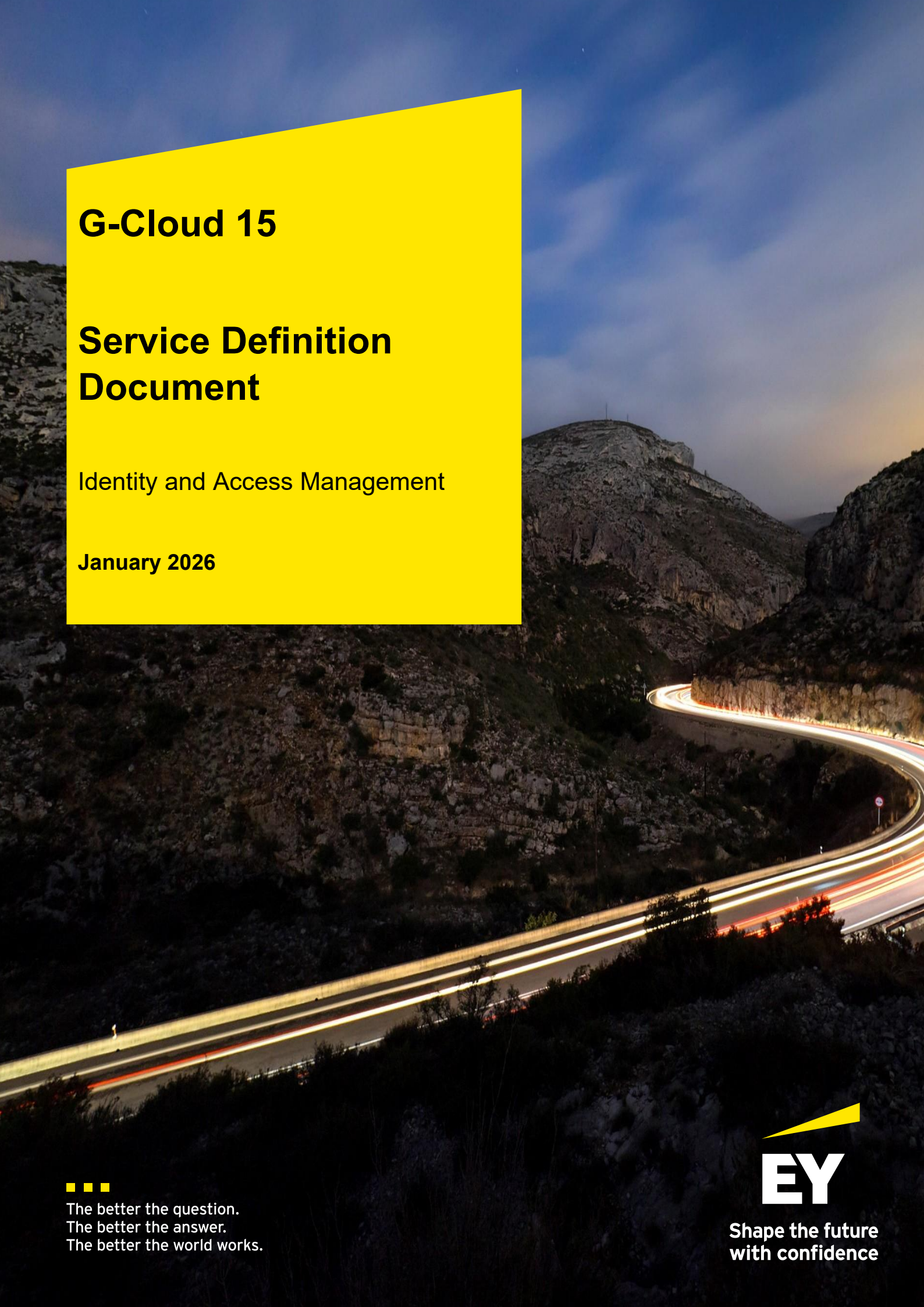




G-Cloud 15

Service Definition Document

Identity and Access Management

January 2026



The better the question.
The better the answer.
The better the world works.



Shape the future
with confidence

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1. Service detail

Identity and Access Management Services

EY's Identity and Access Management (IAM) Service assists organisations to implement access management strategies and governance frameworks to protect sensitive data from unauthorised access. Our team analyses IAM challenges and risks, transforms programs to align with business goals, and manages operations for continuous improvement.

With over 1,000 professionals, we specialise in Identity Governance and Administration (IGA), Access Management, Privileged Access Management (PAM), and Customer Identity and Access Management (CIAM), delivering timely and cost-effective results across sectors like Government, Manufacturing, Retail, Power and Utilities, and Life Sciences.

Recognised as a leader in integrated Information Security, EY enhances security, ensures compliance, and improves operational efficiency for our clients.

EY IAM Services Enable Organisations to:

- Drive digital transformation with integrated identity technologies
- Reduce cyber risk through strong access controls and visibility
- Improve efficiency and cut costs with automated identity lifecycle management
- Accelerate IAM maturity across processes and governance
- Design and implement an integrated, end-to-end IAM fabric
- Enable compliance with security standards and regulatory requirements
- Enhance user experience with seamless, secure access

Core IAM Service Offerings

1. Digital Identity Strategy and Assessments

- **IAM Maturity Assessments & Gap Analysis:** Thorough evaluation of IGA, AM, PAM, AD, and Entra ID capabilities against industry standards, identifying gaps and areas for improvement
- **Target Operating Model:** Define an operating model that aligns IGA, AM, PAM, AD, and Entra ID governance with business strategy
- **Identity Strategy and Roadmap:** Set a future state plan integrating IAM, PAM, AD, Entra ID, and digital transformation priorities
- **RBAC & SoD Framework Design:** Establish structured access models and controls to strengthen compliance and reduce access risks

2. IAM RFP Support

- **Product Assessment:** Assess IGA, PAM, CIAM, MFA, AD/Entra Authentication tools against business and technical needs
- **Procurement Assistance:** Support requirement definition, vendor evaluation, and scoring
- **End-to-End RFP Management:** Guide clients through tool selection, comparison, and integration considerations

3. Identity Programme Leadership

- **Programme Design & Delivery:** Lead complex IGA, PAM, CIAM and AD/Entra ID transformation programmes with structured execution
- **PMO & Governance Support:** Provide project governance, stakeholder engagement, and risk/issue oversight
- **Strategic Advisory:** Offer leadership, clarity, and decision support across identity initiatives

4. Identity and Access Management, Privileged and Multifactor Solution Engineering and Implementation

- **IGA Implementation:** Deliver IGA solutions integrated with enterprise solutions for automated lifecycle management
- **Access Management:** Implement SSO, MFA, and continuous authentication for secure access
- **CIAM Solutions:** Deploy customer identity solutions that enhance security and digital experience
- **Privileged Access Management:** Identify privileged accounts and implement PAM tools to protect critical access

5. IAM Managed Services

- **Managed Identity Operations:** Provide global identity operations support tailored to client needs
- **Managed IGA, PAM & Directory Services:** Run and optimise IAM, PAM, AD, and Entra ID environments

6. Digital Identity Innovation and Automation

- **PARIS:** EY's homegrown automated solution to discover and manage privileged access compliance
- **AppON:** EY's homegrown tool to self-serve and automate application onboarding across IGA, PAM and EntraID

Our Approach

- **End-to-end IAM Programs:** From strategy to implementation and managed services
- **Flexible Delivery Model:** Combination of onshore and offshore resources for cost efficiency
- **Agile IAM Delivery:** Iterative governance and change management for rapid deployments

Strategic Relationships

- **Saviynt:** Deep delivery capability across IGA and cloud first identity governance
- **Microsoft:** Strategic capabilities across Entra ID, Active Directory, and the Microsoft Security stack
- **CrowdStrike:** Integration for identity threat detection and identity-powered security

- **Arcon:** Privileged Access Management solutions supporting enterprise-grade PAM capabilities
- **WSO2:** Open-source IAM and API security platform integration
- **Semperis:** Leading Active Directory and Entra ID threat detection, recovery, and resilience platform
- **ClearSkye:** ServiceNow-native IGA solution enabling identity governance automation
- **Rubrik:** Data security and backup platform supporting identity-driven resilience and ransomware protection

2. Key contacts

For further information please get in touch via the email address below.



Rick Hemsley

Consulting Cybersecurity – Government and Infrastructure –
Partner

Email: eytenders@uk.ey.com



Matt Saville

Consulting Cybersecurity – Government and Infrastructure –
Director

Email: eytenders@uk.ey.com

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