

MAKE BETTER HAPPEN

Ensono Identity & Access Management Services.

G-Cloud 15 Service Description
2026

ensono®



Unleash your legacy with Ensono

Helping the world's most innovative companies fuel transformation, navigate disruption, and lead with confidence.

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Ensono Services on G-Cloud 15

Ensono enables public sector organisations to achieve better outcomes through **cloud-first solutions**. Our team of technology consultants and engineers brings **over 15 years' experience** delivering complex, high-impact projects for the UK's leading organisations. We work collaboratively with clients understanding their goals and applying **deep technical expertise** to design, build, and manage the right solution.

Our G-Cloud 15 Services:

- **Data Assessment & Implementation:** Secure, optimise, and modernise your data for the cloud.
- **Strategic Modernisation Planning & Implementation:** Transform legacy applications and infrastructure for agility and resilience.
- **SRE as a Service (SREaaS):** Proactive reliability, automation, and performance for critical systems.
- **Enterprise Test Services:** Comprehensive testing to ensure quality, security, and compliance.
- **Identity & Access Management:** Deliver secure, scalable, and frictionless access across your organisation.
- **Flex® Cloud Services:** Scalable, on-demand cloud engineering and managed services that flex with changing priorities.

Our public sector track record includes strategic platforms for central government, rapid NHS Covid-19 chatbot delivery, and support for local authorities, transport, education, housing, and charities. We're also recognised for delivering results in the private sector. See our website for client stories. [Client Stories | Ensono](#).



Ensono Identity & Access Management Services

Secure. Compliant. Always protected.

Cyber threats are evolving – but so are we. Ensono helps you stay ahead with modern security architecture, rigorous protection across hybrid environments, and certified expertise from mainframe to cloud. From detection to defense, we make security an enabler of growth.

Security that scales with your risk.

Why it works for you:



Zero Trust
strategies with full-
stack visibility



Advisory to
managed coverage
in one place



Deep cloud + legacy
integration
experience



Personalised
risk-aligned
protection

Solutions we deliver:



Managed detection
+ response
(SoCaaS)



Multi-platform
coverage: public,
private + mainframe



Application +
endpoint
protection



Cloud-native security
+ compliance
monitoring

Powered by:

**24x7
Global SOC**
ISO, PCI,
SOC2-certified

**200+ Security
Experts**
Cloud + Mainframe
Specialisation

20+ Years
securing
sophisticated IT
estates

Integrated
platform for
detection +
response

Identity Portfolio

Enabling success throughout the Identity and Access Management journey



Strategy & Assessment

- ~ 2 - 4 weeks
- **Strategy and Capability; Re-platform; SaaS Migration**
- Understand **vision, goals** and **priorities**
- Assess **AS-IS** landscape **against** strategic **needs**
- HL roadmap and **target state**
- **Product Recommendations**
- Support **business Case**



Discovery

- ~ 4 - 6 weeks
- Focused on **preparations for delivery**:
 - Detailed requirements / **hypotheses gathering**
 - **Strategic** value **mapping**
 - Technical **analysis**
 - Roadmap and **backlog**
 - **PoC** where appropriate



Delivery

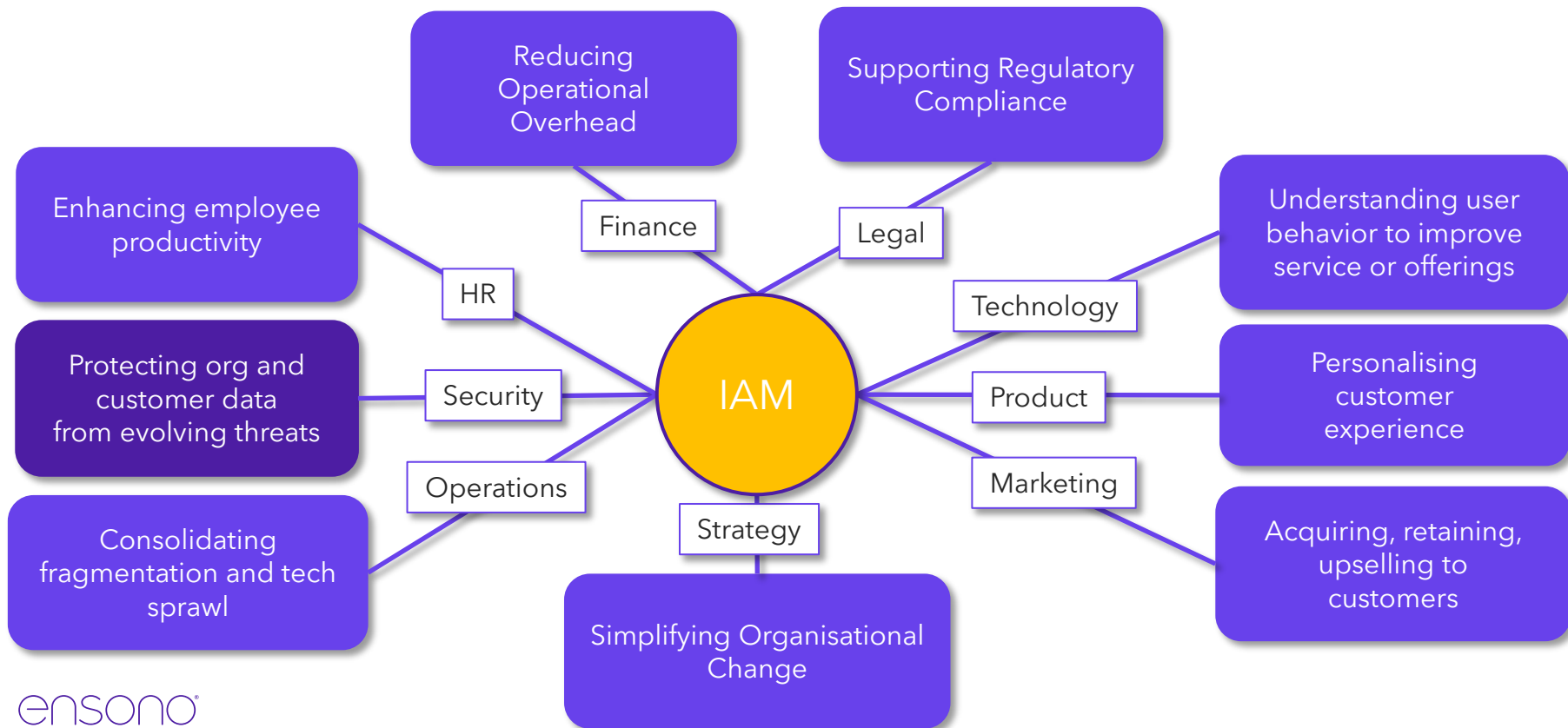
- **3 months +**
- **Requirement** refinement and **backlog prioritisation**
- Agile **Ensono** only **or hybrid** scrum **teams**
- **Upskill** and empower internal **teams**



Managed Service

- Enhanced early days or **ongoing support, training** and phased exit
- **Custom configurations** and user **journeys**
- Enhanced **support/governance**
- **Troubleshooting** & upgrade support
- Platform **upgrades** (as required)

Supporting Business Drivers



Across all Identities



Access Management



Threat Protection



Lifecycle Management



Governance & Administration



Privileged Access Management



Analytics & Intelligence



Consumers



Citizens



Employees



Contractors



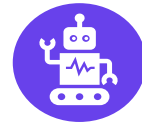
Partners



Suppliers

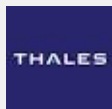


Devices



Agents

Partners and Vendors



Ensono's Identity Practice

- Identity Experts for over 10 years
- Strong experience across a wide range of verticals, both IAM and CIAM
- Ability to provide Strategy, Delivery and Managed Service
- Proven track record delivering both Managed and SaaS deployments across a wide range of vendors: Ping & ForgeRock, Auth0 & Okta, Microsoft, Google, AWS and others
- Ping Platinum Delivery Approved Partner, 2 x ForgeRock EMEA Cloud Partner of the Year
- Okta Activate Partner
- 200+ Identity experienced consultants
- 50+ Identity certifications across all competencies (Engineers, QAs, Platform Engineering, Business Strategy, UX)

Why Ensono



Experts in Identity Management

Track record of delivering high scale identity management solutions for mission critical systems.



Trusted partner to identity providers

Ensono has a depth of partner relationships with the top ISVs (Ping Identity / ForgeRock, Okta, SailPoint, Microsoft).



Leading global cloud managed service provider (MSP)

Delivering managed services to some of the worlds most successful businesses. We hold a vast and ever-increasing array of certifications, accreditations, and specialisations across public clouds.



Client stories

National register secures 10M identities while saving \$500K a year

CLIENT

A government-run organisation that maintains the register for all companies in the country.

CHALLENGE

Recent years had seen several companies used for fraudulent purposes, but verifying individuals on the register and consolidating duplicate identities for those registering multiple companies had become difficult. Sending verification codes through the post to enable people to file information online was time-consuming, expensive, and presented a substantial risk of code-sharing, making it impossible to identify who had access to these codes.

With over 4 million companies on the register, the client wanted to improve its Identity and Access Management (IdAM) capabilities to securely store the identities of approximately 10 million people, which would act as a fundamental building block for its organisation-wide transformation program. Finding an efficient way to verify business owners and prevent company ownership from becoming compromised was necessary to reduce the occurrences of filing false information, maintain legal compliance, and enhance the accuracy and reliability of the collected information.

SOLUTION

Ensono conducted a vendor analysis of IdAM providers to identify a platform that would improve lengthy and repetitive authentication, validation, and authorisation processes while reducing the strain on internal staff. We then:

- Implemented **PingOne Advanced Identity Cloud**, the first deployment of its kind in EMEA.
- Set up **advanced features** including MFA, single sign-on, credential management, progressive profiling, and consent controls.
- Conducted **knowledge-sharing workshops** to upskill internal teams and support long-term adoption.
- Delivered ongoing **Site Reliability Engineering (SRE)** to ensure performance, scalability, and cost-efficiency.



OUTCOMES

- **\$500K annual savings.**
- **10 million identities securely verified**, restoring public trust.
- **Faster, safer access** for users.
- **Improved data accuracy** and traceability.
- **Scalable infrastructure** with 99.9% availability, supporting millions of sign-ins and future digital expansion.
- **Empowered internal teams** through Ensono-led training and ongoing SRE support.



Pay.UK protects millions of UK consumers from fraud

CLIENT

Pay.UK is the UK's recognised operator and standards body, governed by the bank of England and Payment Services Regulator. Through its infrastructure and services, it ensures the seamless, secure, and safe transfer of billions of pounds' worth of payments every single day, and over £10 trillion annually.

CHALLENGE

In response to rising fraud—over £750 million lost annually—the UK's Payment Services Regulator introduced new legislation requiring banks to reimburse victims of payment scams within five business days. Crucially, the cost of reimbursement must be shared equally between the sending and receiving banks, making fraud protection a shared responsibility across the industry.

To support this, Pay.UK was given two urgent tasks:

- Expand the Confirmation of Payee (CoP) service to over 400 financial institutions by October 31, 2024, helping prevent fraud before payments are made.
- Launch a Reimbursement Claims Management Service (RCMS) by October 7, 2024, enabling banks to process fraud claims quickly and fairly.

These deadlines were tight, and the stakes were high—millions of consumers rely on Pay.UK's infrastructure every day. The organisation needed a secure, scalable solution that could be delivered fast.

SOLUTION

Pay.UK partnered with Ensono to build a central identity directory and API platform that would allow financial institutions to securely verify account details and manage fraud claims. Ensono delivered the solution in just 8 months, using proven technologies and cloud infrastructure to ensure speed, security, and reliability.



OUTCOMES

- **Consumer protection:** Millions of people are now better protected from fraud when making everyday payments.
- **Industry-wide collaboration:** Over 400 financial institutions can securely share data to prevent fraud and process claims.
- **Scalability & speed:** The system handles up to 1 billion requests per month with millisecond response times.
- **Regulatory success:** Pay.UK met all regulatory deadlines—something many thought impossible.

"Partnering with Ensono enabled us to build the CoP and RCMS services from the ground up in less than 8 months, ensuring we delivered to the exact dates that were set by the regulator, which many in the industry thought would be unattainable." – Chief Operations Officer, Pay.UK

IdAM foundations support client's online, self-service system transformation

CHALLENGE

Traditionally a paper-based organisation, the Covid-19 pandemic accelerated this driver and vehicle agency's plans to provide a secure, online, self-service system to streamline customer requests and relieve pressure on over-stretched contact centres. The organisation wanted a centralised, cloud-based approach to customer authentication, verification and authorisation across its services, which would act as a fundamental building block for digital transformation.

The client had already selected ForgeRock as its identity and access management platform. But with limited inhouse experience with the platform, it needed to work with an experienced consultancy who could bolster the client's internal IT team's already strong knowledge and skillset and embed a DevSecOps shift-left approach to prioritise data security from the beginning of the project.

SOLUTION

Ensono worked closely for nine months with multiple stakeholders across the client agency and ForgeRock to understand requirements, priorities and learning goals. We created tailored, deep-dive training aligned to the client's specific needs to supplement ForgeRock's standard training to give multiple teams the skills and understanding to implement and manage the new platform.

Ensono's engagement expanded beyond consultancy and training when conflicting internal priorities, due to Covid19, hindered project delivery. The client asked us to work with them in a hybrid team to help them get up and running with implementation.



OUTCOMES

- Ensono's collaborative ways of working resulted in strong, positive feedback from the client with a 9/10 customer satisfaction score.
- After the solution was implemented, it took minutes rather than weeks to process applications.
- 6,000 staff can now securely work remotely if necessary.

"Ensono were a breath of fresh air. They got among our stakeholders to understand our business and create the right plan, rapidly upskilled our team and quickly adapted to implement alongside us when internal priorities changed. We now have a platform that both enables us to provide a secure, frictionless identity experience to millions of people, and that allows us to deliver future innovation and transformation at the organisation." Project Delivery Manager, client



Major IAM transformation completed for court system within the justice ministry

CHALLENGE

The client was a court and tribunal system that was undertaking the largest public sector digital transformation ever undertaken within the UK at an investment of £1.2bn (approximately \$1.5 billion). It needed to improve security of its processes, significantly reduce costs, securely manage 600,000 users and 500,000 citizens and seamlessly integrate the solution with 22 other critical services.

SOLUTION

Ensono successfully delivered the strategic identity and access management (IAM) platform and migrated the client to a major version of ForgeRock with front-line support for users.

To reduce the costs of the 1.1million users accessing the system, Ensono implemented automations that could identify dormant accounts and maintain them securely outside of ForgeRock. Although accounts could be instantly reactivated, this removed 400,000 accounts and rapidly reduced the cost of licensing.

The secure IAM solution for the client enables its core services to be easily accessed online and provides a single aggregated view of each citizen.

The reduction in paperwork and administration has meant that staff can focus on customer experience and provide secure, accessible and compliant services at reduced costs to the taxpayer.



OUTCOMES

- Halved the time for end-to-end processes from six to three months.
- The new system is both bilingual and accessible for citizens and employees.
- Huge reduction of operating costs from fewer bricks and mortar building to reduced licensing costs which will be re-invested into future digital priorities.





More about us

Who we are



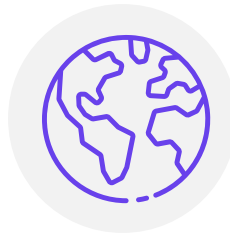
250+
clients



11+ years
average client tenure

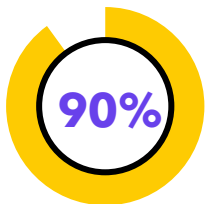


3,900+
experts



\$1B+
global revenue

Trusted to run, migrate, and protect the world's most critical workloads



Client revenue

90% of our client's revenue runs through Ensono managed platforms

300+

Migrations

Help clients exit datacenters and rely on Ensono DCs and public clouds.

250+

Microsoft Experts

Certified across Azure, data & AI, and app innovation

90PB+

Data footprint

Manage complex data sets and multiple storage platforms

165+

AWS Experts

Certified across migrations, modernisation and managed services

3,400+

Managed Servers

Supporting mission-critical workloads across hybrid environments

Ensono Cloud Services Portfolio

Cloud Consulting



Digital Strategy



Landing Zone
Design & Build



Cloud Migration



Modern Workplace
M365, EMS



Application
Modernisation



IdAM



Security Services



Data platforms



AI



Microservices



Cloud Optimisation



Application
Presentation

Cloud Managed Services



Cloud Operate



Flex Engineering



Site Reliability
Engineering (SRE)



Ensono Envision



Database
Managed
Services



VDI
AVD & Citrix



Well Architected
Review

We follow the GDS Service Manual's approach to agile delivery

Discovery

- A short (typically four to eight week) phase focused on understanding the problem to be solved: Researching user needs, agreeing business goals, detailing constraints, and identifying ideas to test at alpha.



Alpha

- Another short (typically six to eight week) phase focused on building prototypes and testing ideas, working with a small group of users or stakeholders.
- The objective of this stage is to get enough feedback on a prototype to determine whether to move on to beta.



Beta

- A phase focused on starting to build the best idea from alpha. An initial, private beta will involve a limited number of users to gather feedback to make improvements.
- Once we've done that and are confident that the service can operate at scale, we can move into public beta, opening up the service to everyone that needs it and preparing for live.



Live

- The focus of the live phase is to support the service on a sustainable, ongoing basis, continuing to make improvements, and iterating to take account of emerging needs.
- Success is measured against the targets agreed during the earlier phases.

Why Ensono?

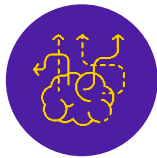
- **Business outcomes first:** We focus on delivering better business results, not just technology solutions.
- **Vendor agnostic:** Independent advice backed by partnerships with all major cloud providers, without commercial bias.
- **Code less, deliver more:** We leverage existing technologies and prefer PaaS for hyperscale performance, risk reduction, and cost efficiency.
- **Proven delivery:** A decade of engineering excellence, supported by Ensono Stacks, our toolbox of tested approaches and automation.
- **Knowledge transfer:** We train and empower in-house teams for long-term self-sufficiency, with managed services available when needed.

Ensono has unique expertise, focus and flexibility



Capability & Commitment

With expertise in **AWS, Azure, GCP**, private cloud and legacy systems we excel in complex environments, helping our clients to **unlock their most valuable data and insights from mainframe to cloud.**



Outcome Focused

We focus on **your core business objectives** and outcomes with a **technology agnostic** approach, independent of vendors and point solutions.



Proactive partnership

We don't just reimagine your strategy, we roll up our sleeves and deliver our recommendations. Ensono is an **extension of your team, built around your needs.**

Ensono continues to be recognised for its technology, people and innovation

Microsoft Partner Azure Expert MSP



Microsoft
Solutions Partner
Security

Microsoft
Solutions Partner
Infrastructure
Azure

Specialist
SAP on Azure
Microsoft Windows Virtual
Desktop
Infra and Database Migration

Microsoft
Solutions Partner
Digital & App Innovation
Azure

Specialist
Kubernetes on Azure

Microsoft
Solutions Partner
Data & AI
Azure

Specialist
Kubernetes on Azure
Infra and Database Migration



MSUS Partner Award Winner 2020



- Public Sector
- Immersion Day
- Public Sector Solution Provider



- Migration Services Competency

- Amazon EC2 for Windows Server Delivery
- AWS Microsoft Workloads Services Competency



Google Cloud
Partner

SAP® Certified
in Hosting Services

SAP® Certified
in Cloud Operations

SAP® Certified
in SAP HANA® Operations



Partner
Preferred
Service Provider



Gold
Partner



Security & Compliance Certifications



At Ensono, our **dedication to excellence** extends beyond industry accolades to include a steadfast **commitment to security and compliance**. Our certifications are a testament to the **rigorous standards** we uphold to protect and serve our clients with **reliability and trust**.

ESG Commitment

The Environment

We are reducing energy use and material waste through environmentally responsible management of offices and data centers. We have implemented programs that:

- Monitor air emissions
- Recycle cooling water and electronic waste
- Reduce energy consumption
- Ensure safe disposal of hazardous materials
- Use renewable and/or lower impact energy sources

2050 Net Zero Goal

Social Responsibility

By developing people in a diverse, equitable and inclusive workplace, we offer growth opportunities for associates and more innovative solutions for clients. Initiatives include:

- Unconscious bias training
- Tech Talent Charter (U.K. nonprofit)
- Ensono Academies:
 - Junior Academy for inner city youth
 - Ensono Mainframe & Cloud Academies
- Women Connected mentoring program
- Associate development, recognition and engagement programs

Governance

We are a trusted global MSP, serving clients throughout the world. Our code of conduct defines standards for a fair and safe workplace. Governance practices include:

- Board oversight of financial audits and reporting; technology strategy and investment; and compensation plans
- Annual compliance, privacy and data protection training for all associates
- Comprehensive Risk Management program
- Compliance with industry regulations

Culture That Shows Up in Your Results

Being a great ally starts with our people and ends with stronger results for you.

What you get



24/7 extension of your team

Globally aligned, locally accountable



Transparent allyship

We flag issues early and fix them fast



Built-in agility

We adapt to your ways of working



Lower costs

Proactively even if it doesn't benefit us

Powered by

3,900+

Global Associates

with hands-on service mindset

98%

Client Satisfaction

on critical incidents



Great Place to Work® Certified

(US, India, Poland, UK, Germany)

Embedded in your tools, your workflows, your strategy



A relentless ally, working tirelessly in pursuit of your goals

Deeper, broader expertise

“

Every other firm brought their sales team—Ensono brought the people who would be there the day after the sale.”

Chief Information Officer
Major Retailer

An extension of your team

“

Your team is amazing—it has been a true partnership since the first interaction.”

Director, Infrastructure & Operations
Major Energy Company

Putting your interests first

“

Ensono provides a personal touch and is always proactively engaged.”

Chief Operating Officer
Government Agency



Contact us.

Email: bids@ensono.com
www.ensono.com

Take a look at our UK Government
Frameworks webpage for more details:
<https://www.ensono.com/gb/g-cloud-15/>

The background is a deep purple with a subtle geometric pattern of overlapping triangles. On the right side, there are several concentric, semi-transparent circular lines that create a sense of depth and movement. The Ensono logo and tagline are centered in the middle of the image.

ensono[®]
Make better happen