

Service Type	Identity and Access Management (IAM)
Transputec is a reseller of Amazon Web Services and Microsoft Azure offering necessary consulting and support services for the implementation and ongoing support thereof.	
Service Description The Identity and Access Management service provides consulting, implementation, integration, and ongoing operational support for modern cloud and hybrid identity solutions. The service focuses on Microsoft Entra ID as the primary identity platform, with integration across Microsoft Azure, AWS, and legacy Windows Active Directory environments. It covers secure identity architecture design, single sign on (SSO) implementation, identity federation for business to business (B2B) and business to customer (B2C) scenarios, access governance, and security policy configuration to improve control, security, and user experience.	
Services Overview	
Service Features: • Design and implementation of Microsoft Entra ID based identity solutions • Integration with Azure, AWS, and hybrid Active Directory environments • Single sign on (SSO) for cloud and enterprise applications using SAML and OAuth • Identity federation for B2B and B2C access scenarios • Conditional access and security policy configuration • Identity lifecycle management and access governance • Ongoing IAM operational support and optimisation	
Service Benefits: • Improved security and reduced risk of unauthorised access • Simplified user access across cloud and on premises systems • Centralised identity management and governance • Enhanced user experience through single sign on • Scalable identity architecture aligned to cloud adoption	
Service Constraints The suite of services that are provided by each vendor – these can be modified or withdrawn at the vendors timelines, we will endeavour to communicate any such service impacting changes as soon as possible. • Any such pricing changes will be communicated in line with vendor guidelines. • Transputec may act as master payer for each of the vendor services and will invoice the client directly based upon the agreed payment schedules. • By paying for said vendor services, the client will be accepting the vendors terms and conditions for use of such services.	
Service Levels All services provided by Transputec are 24x7x365.	
After Sales Support	

Transputec provide a complete cloud managed service 24x7x365, for details of the services provided please see the service descriptions above.

Technical Requirement

Not applicable although the vendor may change or withdraw advertised services either globally or for specific geo-locations.

Outage and Maintenance Periods

Where relevant and if site and service resilience is not implemented, then Transputec will carry out monthly maintenance periods to patch relevant services, optimise configuration or resolve any underlying non-time critical request or issues. These will be generally carried out, outside of normal UK working hours unless agreed otherwise.

Security and Compliance

The service incorporates security by design principles, including alignment with cloud security best practice, identity and access management considerations, data protection requirements, and resilience planning. Recommendations are aligned to recognised security standards and AWS and Azure security frameworks.