



Featuring

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Following a recent webinar, iC Consult asked guest speaker Andras Cser, Vice President, Principal Analyst at Forrester to respond to some compelling questions on the topic of IAM as a Managed Service:

## **IAM has matured a lot – What are the reasons why customers decide to go for IAM as a Managed Service?**

We see firms wanting to reduce implementation and operational spend by using IAM as a Managed Service (IAMMSP). Further, many IAM implementations' complexity exceeds what small and medium-sized businesses can do using employee IAM staff. Constant changes in business processes, and technology also drive customers toward IAMMSP.

### **What are the key recommendations for companies that are on the way to IAM Managed Services?**

#### **We recommend the following:**

- Directory consolidation and streamlining: reducing the number and complexity of user stores allows for reducing complexity in identity management and governance, and authentication
- Standardizing on as few IAM technologies as possible to reduce sprawl and complexity of IAM
- Inventorying on-prem and cloud applications to understand how IAM has to support them over the next 24-36 months

### **I want IAM as SaaS – Why should I go to a Managed Service Provider then?**

MSSPs can add the last mile integration to IAM as SaaS with on-prem and cloud applications that organizations need to have in place. IAM as SaaS can also allow for using more consortium threat data (hacked passwords, rogue IP addresses, etc.) in making risk-based, low user friction authentication decisions. Lastly, business backend system (client relationship management, customer data platform, analytics) integration with IAM SaaS is also much easier with an IAMMSP.

### **What are the key elements when evaluating a Managed Service Provider?**

#### **Key elements for evaluating an IAMMSP include:**

- Price
- Track record in the client's vertical
- Track record for integration of the client's applications with the IAM platform of choice
- Speed and quality of support
- Track record in mapping business processes to IAM solutions
- High availability and meeting SLA promises

### **Having IAM Managed for the first time – how does a successful transition path and commercial model look like – given a lot of known unknowns?**

#### **We see successful transitions having the following attributes:**

- Tight scope and phasing for users and organizations being migrated
- Tight scope and phasing of user lifecycle (joiner, mover, attestation, leaver, etc.) processes being implemented in IAM
- Tight scope and phasing of business applications being brought under / migrated to the new IAM environments
- Having internal alignment between business, IT security, IT operations, cloud operations and DevOps about points above