

# Expert-Level Security: Okta IDaaS as a Managed Service from iC Consult



**How to protect your digital identities with Managed Services  
and set the course for seamless security and compliance**

## **Content:**

- 1. Introduction**
- 2. Why managed services are trending**
- 3. Okta as a leader in IDaaS for Enterprise**
- 4. IDaaS with Okta and iC Consult – Leverage the full potential**
- 5. From planning to operation: Your IAM roadmap**
- 6. Customized offers**
- 7. About / Contact**

Digital transformation is advancing rapidly. That poses new challenges for companies every day – especially regarding protecting their users, data, and systems. Traditional security measures designed to protect the network perimeter are increasingly reaching their limits, due to growing attack surfaces, decentralized enterprise networks, and open infrastructures.

Identity-based approaches centered on strong identity and access management (IAM) are taking their place. Today, IAM can be operated independently on-premises, or in the cloud, or obtained from an experienced outsourcing partner as part of an individual managed services model.

This paper presents the advantages and best practices of IAM outsourcing, using the example of an IDaaS solution from software manufacturer Okta – with iC Consult as the accompanying consultancy, system integrator, and managed services provider (MSP). Together, the two experienced specialists offer you a modern and robust solution that guarantees maximum security and compliance in the handling of digital identities – without additional internal resources or systems.

## 1. Introduction

Identity and access management (IAM) is becoming increasingly important in today's digital, decentralized corporate structures. IAM fulfils two fundamental tasks: It enables efficient and lean business processes based on authentic, verified identities, and it reliably protects against unauthorized access. In this dual role, IAM is one of the most important IT services for companies today.

The other side of the coin is that IAM is becoming increasingly complex. New delivery models, shorter innovation cycles, agile software development, open APIs, as well as Big Data, IoT and AI – all this leads to an exponentially growing number of identities that need access to new assets and existing infrastructures.

And companies must not only manage the identities of their own employees – they must also take care of partners, suppliers, customers, and networked devices. The effort and technical complexity involved can overwhelm even well-established security teams. In addition, with ever-stricter legal requirements and increasingly dynamic threat landscapes, the pressure on compliance and security is constantly growing.

More and more organizations are asking themselves a legitimate question: "Build or buy?" After all, switching to a turnkey, externally operated IDaaS solution frees the company from having to build or rebuild its own architectures at great expense, and immediately opens up the features, flexibility, and efficiency of industry leading IAM products. Based on robust cloud services such as Amazon Web Services, the new solutions are ready for use in the shortest possible time and promise a rapid return on investment.

## 2. Why managed services are trending

For a long time, outsourcing security was considered problematic. But now, cloud-based security services are extremely popular, even in CRITIS environments, and offer a wide range of benefits to companies of all sizes. Finding the right partner for such a project is not always easy, but well worth the effort: modern outsourcing models offer a range of convincing advantages.

### The key benefits at glance:



#### Relief for teams

Switching to a managed-services model means an enormous reduction in work for companies, as they no longer must worry about maintaining and operating the IAM systems themselves, nor do they have to maintain in-depth internal expertise. For the IT and security teams, which are often overburdened anyway, this is the biggest plus. In addition, experienced system integrators specializing in IAM have much broader knowledge of complex application landscapes and can recommend the appropriate, proven, best-of-breed components.

#### OpEx instead of CapEx

And there are economic reasons, too. Those who opt for managed services convert high one-time investments into manageable monthly operating expenses. This conserves equity, creates scope for further investments, lowers the TCO, and sets the course for a rapid return on investment.

**High security and service quality**

In terms of service quality, failure control, and security, managed security services offered by the manufacturers have a lot going for them: after all, the provider knows the software like no other. As a rule, hosting is provided by the well-known hyperscalers Amazon AWS, Microsoft Azure, or Google GCP. These have state-of-the-art data centers and security infrastructures that are optimized for the operation and maintenance of IAM platforms.

In addition, managed services provide patch and update processes as well as access to highly trained IAM experts. As a result, a company's solution is kept up-to-date, and operations always remain compliant. Users also benefit from the MSP's many years of experience and holistic view when it comes to support and troubleshooting – for example, when the cause of ambiguous error messages needs to be localized and resolved.

**Flexibility and scalability**

In addition, IDaaS outsourcing offers all the classic advantages of a cloud project. Customers can flexibly compile their service packages, scale them at any time according to their needs, and usually choose from a range of deployment options. New features and options are immediately available to them at rollout – of course with 24/7 support and tailored assistance from the provider. And no matter how their requirements develop, the cloud IAM solution evolves along with them.

In view of these advantages, the decision “Build or buy?” is comparatively easy for most companies today. IDaaS models are highly popular across all industries and company sizes. They are considered the easiest and fastest migration option for companies wanting to move their IAM to the cloud as quickly as possible. In the following, we explain how such a project can proceed in practice – and what to look out for during implementation – using the IDaaS solution of our partner Okta as an example.

**3. Okta as a leader in IDaaS for Enterprise**

As an expert in identity and access management, Okta has set itself the goal of reliably protecting and professionally managing the identities of employees, customers, partners, and all other network participants. Via the Okta Identity Cloud platform, users can securely access their organization's applications, websites, and services – via a wide range of devices – in an authenticated and authorized manner.

From API access management to adaptive multi-factor authentication (MFA) and zero trust, the Okta Suite covers the entire range of modern IAM functionalities and thus ensures seamless protection of identities – whether in the office, on the road, or working from home. Over 7,000 turnkey application integrations guarantee a high-quality, secure user experience when accessing digital resources at any time.

Key analysts have named Okta's IAM solution portfolio a “leader” several times – most recently in the Gartner Magic Quadrant for Access Management in 2021 (for the fifth time in a row) and in the report “The Forrester Wave: Identity as a Service for Enterprise”.

## Okta's technology and solutions landscape:



### Transform into a Digital Platform

Secure your transition into the API economy



### Cultivate User Trust

Secure customer accounts and keep attackers at bay



### Modernize Infrastructure

Retire legacy identity and scale app development



### Build Highly Scalable Apps

Delight customers with secure, scalable experiences



### Secure Access to APIs

Create, apply, and adapt API authorization policies



### Protect Against Account Takeover

Thwart fraudsters with secure customer logins



### Integrate Apps

Create a seamless experience across apps and portals



### Adaptive Multi-Factor Authentication

Secure, intelligent access for your customers and workforce



### Lifecycle Management

Manage provisioning like a pro with easy-to-implement automation



### Access Gateway

Extend modern identity to on-prem apps and protect your hybrid cloud



### API Access Management

APIs are the new shadow IT. Secure them ASAP to avoid API breaches



### Authentication

Create secure, seamless customer experiences with strong user auth



### User Management

Collect, store, and manage user profile data at scale



### B2B Integration

Take the friction out of your partner and vendor relationships

## 4. IDaaS with Okta and iC Consult – Leverage the full potential

Okta Identity-as-a-Service (IDaaS) from iC Consult is a simple and scalable cloud service that makes it easy for you to switch to state-of-the-art, strong identity and access management that will also grow with you in the long term.



IDaaS is a fully managed service: Your company completely outsources its IAM to an external service partner. In the scenario presented here, Okta, the world's leading IAM provider, provides you with standardized IDaaS services via multi-client cloud instances. This way, you can securely authenticate and authorize the access of your customers, employees, and partners – including multi-factor authentication, single sign-on, and seamless application integration, and without having to build your own IAM architecture.

### Your advantages at glance:

#### Complete solution from one vendor

The IDaaS model is based entirely on Okta's broad solution portfolio. So, you get an end-to-end complete solution from a single source – from **licensing and commissioning to service and support**. This way, you benefit from seamlessly integrated architecture with minimal implementation and management effort, and avoid the risks associated with unnecessarily complex, incompatible, or vulnerable multi-vendor environments.

#### Ready to go quickly

The integration of the solution is carried out by iC Consult – all these team members, without exception, are qualified IAM experts with extensive experience from over 3,000 successful projects. As a rule, planning to provision need only **8 working weeks**. Your IAM platform is fully operational in the shortest possible time. Additional applications and new functions can be flexibly integrated down the road, on special developer days.

#### Always state-of-the-art

A contemporary IAM must dynamically evolve and continuously adapt – for example, to address new emerging threats or to meet new user requirements. We keep you and your team up to date on new developments and help you be one of the first to **benefit from innovative functionalities**.

#### Personal contact partner

Experience shows that IAM projects are highly complex and require a high degree of individualization. The implementation of managed services therefore also requires individual solutions – and individual project support. A personal **Service Delivery Manager** and a team of dedicated developers support you during implementation and ongoing operation.

#### Professional operation

As a critical network component, your hosted IAM solution must be available around the clock to ensure stable and secure access to your company's resources. With our qualified 24/7 support, automated service monitoring, integrated ticket system, and professional incident and problem management, **your IAM infrastructure is in the best hands**.

### IDaaS with iC Consult – Our services in a nutshell

As part of our IAM Cloud Ops consultancy offering, we provide experienced consultants to help you plan and implement an IDaaS model and help you...

- Compare the offers of the market-leading manufacturers and choose the one that's right for you
- Set the course for a successful launch in an individual workshop
- Define all framework conditions together with your personal Service Delivery Manager
- Seamlessly integrate the IDaaS model into your application landscape
- Benefit from new functionalities at an early stage with the help of our feature experts
- Make full use of the solution 24/7 with our service & support teams

IDaaS is the perfect steppingstone to move from classic, on-premises IAM to a cutting-edge cloud platform, laying the foundations for strong, identity-based security..

## 5. From planning to operation: Your IAM roadmap

To keep the time-to-value of your IDaaS project as short as possible, we rely on a structured development process that defines binding procedures – from the first collection of ideas to the go-live of your new solution. You benefit from the comprehensive project experience of the IAM specialists at iC Consult.

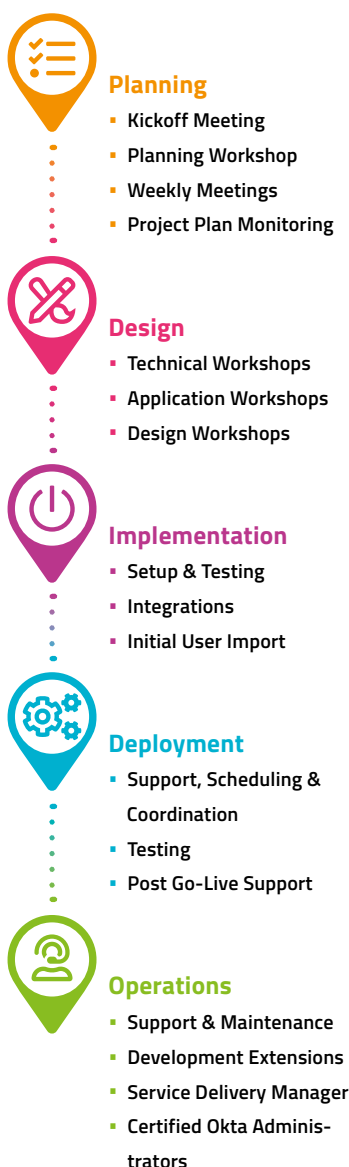
In the **planning phase**, we jointly explore the scope of your solution and discuss which security compliance requirements your IAM solution must meet. In parallel, our consultants familiarize themselves with the existing infrastructure and develop an initial to-do list for the project team. Following a kick-off meeting and a planning workshop, weekly meetings keep all parties updated on the planning status and enable a continuous review of the project plan.

The **design** of the IAM solution must be optimally tailored to the individual needs of your organization, but also to your network architecture and your application landscape. This requires close coordination between you as the customer and us as the integrator. As part of the design phase, we present you with an initial design draft, which is then iteratively developed in a series of workshops.

This is followed by the **implementation** of the IAM solution in the existing infrastructure. After an initial setup and successful test phases, the necessary connectors and applications must be integrated before the first user import takes place.

The **deployment phase** involves a range of test procedures: We comprehensively check whether the solution we have implemented is fit for productive use. During this process, we are continuously available to your team for queries. We also support you in scheduling and coordinating the processes to ensure that IAM deployment runs smoothly. After activation, our post-go-live support is at your side.

Once your solution is **operational**, our support team sets the course for a successful introduction as well as for stable and secure operation. This includes 24/7 contact persons as well as proactive maintenance processes with automated service monitoring. Automatic patches and updates keep the IAM solution up to date. And your Service Delivery Manager, involved since the development process, remains available to you. Certified Okta administrators support you in managing your solution, as well.





Okta's managed services are scalable for companies and networks of all sizes.

## 6. Customized offers

Okta's managed services are scalable for companies and networks of all sizes: from the sophisticated global player with hundreds of worldwide branches, to the agile start-up who has not yet established resources for setting up and managing their identity infrastructure.

Okta and iC Consult find a custom-fit solution for all clients.

Our Okta IDaaS offer ranges from presales consulting and configuration to the rollout of single sign-on for web applications – including an individually-supported implementation phase. In addition, depending on the package, between 20 and 40 days are provided for consulting and integration activities, as well as one year of support, weekdays or 24/7. And, essential for a successful start: Within the scope of an Okta basic training, we train your employees in the safe handling of your new IAM solution.

If required, the scope of supply includes further service options, such as user provisioning, adaptive MFA, or in-depth training for advanced users. Additional options that go beyond the scope of the packages are available at any time, within the framework of individual agreements.

### Standard

- ✓ App configuration/rollout for SSO of 1 standard web application
- ✓ 1 deployment phase
- ✓ 20 days Consulting & Integration for one year
- ✓ 8/5 system administration & support for 1 year (20 tickets included)
- ✓ 1 essential Okta training

### Enhanced

- ✓ App configuration/rollout for SSO of up to 2 standard web applications
- ✓ User provisioning with OIN application integration (O365 or Salesforce)
- ✓ Up to 2 deployment phases
- ✓ 30 days Consulting & Integration for one year
- ✓ 8/5 system administration & support for 1 year (30 tickets included)
- ✓ 1 essential Okta training

### Premium

- ✓ App configuration/rollout for SSO of up to 4 standard web applications
- ✓ User provisioning with OIN application integration (O365 and Salesforce)
- ✓ Adaptive MFA integration
- ✓ Up to 3 deployment phases
- ✓ 40 days Consulting & Integration for one year
- ✓ 24/7 system administration & support for 1 year (50 tickets included)
- ✓ 1 essential & 1 advanced Okta training

## About iC Consult

iC Consult is the world's leading independent consultancy, systems integrator, and managed services provider for Identity & Access Management with more than 800 employees worldwide.

We are committed to excellence and innovation, and with the best-in-class technology in the IAM space, we provide our customers with next-level cybersecurity solutions. Our service portfolio covers Managed Services for IAM including advisory, architecture, implementation, integration, support, and operations.

iC Consult is headquartered in Germany with offices in Switzerland, Austria, France, Belgium, Spain, Bulgaria, the UK, the U.S., Canada, India, and China. The world's largest brands trust in our expertise, to secure and manage their most valuable assets: their identities.

**More information at [www.ic-consult.com](http://www.ic-consult.com)**

