

# **Mature** your IAM program effectiveness with HCLTech MiDaaS

Adopt a Managed Identity-as-a-Service approach with HCLTech's dynamic and resilient cybersecurity solution



The recent world events have accelerated transformation of business processes and enterprise applications; allowing organizations to enable interaction & engagement with their employees, partners & consumers through various new-age digital channels; while adopting modern smart technologies to automate manufacturing & industrial systems

This increased digital technology adoption and IT-OT convergence leads to a drastically different attack surface and a corresponding rapid evolution in threats, vulnerabilities, cyber-attacks and corresponding regulatory & compliance mandates; thus forcing enterprises to constantly innovate, rearchitect and mature their cybersecurity programs.

A key focus in modern security architectures has been providing a trust-based access for user, workload & machine identities; thus accelerating the need for a strong Identity & Access Management Program.

We now see enterprises grappling with IAM technology solutions like identity proofing & remote verification, identity administration & governance, access management, user & data access governance, password-less authentication with single sign-on, consumer privacy & consent management, cloud entitlement & privilege access management, API security, workload & machine identity etc., while simultaneously embarking on zero-trust architecture strategies

## The modern IAM program challenge

Monolithic IAM toolsets do not provide the rich feature-sets, ease of integration methods & ability to support new-age architectures. Legacy tools also have a high dependency on skills to analyze previously written code & write new code for new functionality addition & support.



Chronic IAM skill gap due to a fragmented market comprising **of a plethora of vendors & toolsets** with overlapping functionality. Focusing only on the IAM product-set without understanding the larger IT architecture or operations model, can lead to siloed approaches.



High operating costs with low CSAT, & challenges in compliance reporting, due to an inconsistent access management landscape. This is often due to process inefficiency stemming from disconnected applications, layered entitlements & lack of visibility, centralized analytics or reporting capabilities.



Lack of structured operations metrics, business-aligned performance objectives & right-sized models to handle the need for iterative changes, lead to gaps in success of IAM programs.



As enterprise boundaries dissolve & the workforce adopts agile operating models, securing administrative & privileged accounts, managing privileged entitlements & preventing insider threats become increasingly difficult.

HCLTech MiDaaS is a globally-scaled managed services offering, delivered from HCLTech's Identity Fusion Centers, delivering IAM functional & technical services, that helps organizations reliably operate & mature their IAM Program.

With 16+ years of IAM practice knowledge, a skill pool of over 650+ skilled IAM consultants and strong partnerships with leading IAM vendors, HCLTech is one of the global leaders in the IAM Managed Services space.

# HCLTech MiDaaS offering comprises of

- Technical resources with expertise on most mainstream IAM platforms, coupled with a continuous investment in skill capability & capacity building
- A high focus on operational excellence using IT service management processes matured through three decades of HCLTech's IT operations experience
- Under-pinned by real-time monitoring & service assurance, RPA-based automation, and analytics-driven reporting capabilities, delivered using HCLTech's DRYICE™ platforms

## HCLTech MiDaaS offerings

Monitor	Maintain	Evolve
<ul style="list-style-type: none"><li>• 24X7 performance monitoring</li><li>• Application health monitoring</li><li>• Real time alerting on outages</li><li>• Trend analysis</li><li>• SLA reporting</li><li>• Metrics reporting</li></ul>	<ul style="list-style-type: none"><li>• IAM system management</li><li>• Routine maintenance</li><li>• Apply fixes and patches</li><li>• Resolve issues flagged by monitoring systems</li><li>• Vendor coordination</li><li>• Change &amp; service request management</li></ul>	<ul style="list-style-type: none"><li>• Fine tuning of IAM application</li><li>• Implement new connection &amp; policies</li><li>• Annual retainer service – project hours</li><li>• Minor enhancements</li><li>• Annual audit &amp; recommendations</li><li>• Service optimization</li><li>• Roadmap strategy</li></ul>

Our service operations methodology is built on standard IT service management principles, while aligning with individual customer's objectives of security posture improvement, risk reduction & adherence to compliance requirements.

# Key features of HCLTech MiDaaS offerings:



End to end managed services offering, with a modular service catalog, providing operations & engineering competencies, across different industry-standard platforms.



Central pool of skilled resources with breadth & depth of under one roof, allowing customers to support hybrid tool environments and providing flexibility for any future IAM tool-sets transformation, without impacting operational costs.



Built on a global delivery model, with options available for service delivery from locations spread across North America, Europe, Asia & ANZ.



DevOps operating models, for customers who need a blend of IAM Operational support and IAM Platform engineering to perform application integration, which is delivered using HCLTech's factory-based application onboarding approach.



Pre-built RPA-based automation solutions, to provide reduction in request handle-times & operations costs for supporting access management of disconnected applications.



Availability of a centralized monitoring fabric, to enable central monitoring of the IAM application performance & service availability.



Analytics-driven reporting capabilities to provide granular visibility into user-profiles with their corresponding access entitlements provisioned and the ability to provide contextual risk-scoring to execute proactive posture remediation.



Overall visibility of IAM controls, posture and compliance adherence.



# Why choose HCLTech MiDaaS

- HCLTech has a focused IAM-practice, with investments in Centers-of-Excellence on various IAM technologies, dedicated IAM lab-infrastructure, internal academy programs for skill building, professional services competency on multiple IAM tool-sets and a strong IAM partner eco-system.
- IAM Practice experience in executing 1500+ IAM projects over the last 16+ years.
- HCLTech MiDaaS, mitigates the dearth of skilled talent in the highly fragmented IAM market caused due to deployment of plethora of IAM solutions, by providing skills under single roof across different technologies, spanning legacy, modern and niche IAM tool-sets.
- Industrialized Managed Services model, providing standard processes & metric-driven IAM service delivery across different geographies and leverages integration with HCLTech's cybersecurity, infrastructure & application managed services capabilities.
- End-to-end visibility of IAM controls, compliance adherence & programme metrics through the dashboard functionality.
- Reusable templates & frameworks powered by HCLTech's IP and accelerators.
- Creative mechanism of onboarding applications to the IAM toolset, in an agile manner, using our factory-based model.
- Providing a flexible & predictable cost model, through a service-catalogue with defined rate cards, providing options on service-windows & global delivery models.



# Case Study – UAM operation for american publicly traded biopharmaceutical company

Business need	HCLTech solution & services	Benefits delivered
Handle User Access Manager (UAM) operations	End to end steady state support –	Governance view on who has access to what and when it was certified by collecting data from distributive systems
Re-certification for employees and contractors	Access request forms creation/modification/deletion.	Provisioned script-based access administration solution to reduce manual efforts
Request form creation/modification	User access fulfillment (providing access to an application, assigned role/group,)	Automation for certification data pre-processing, reminder emails to certifiers and final report creation
Manual fulfillment of user access to target application	Certification campaign trigger / reminder / escalation and closure	Centralized documentation having SOPs, operations / onboarding guideline, knowledge and problem management
Run the attestation campaign as per application team request	Privileged / special account management	Improved security with immediate access revocation on last working date and emergency termination scenarios
Triggering semiautomated UAR process	UI based automation toolset / scripts to automate the user access / certification related tasks.  Managing 16 * 5 operations with 24 * 7 on call support for urgent termination requests.	Improved user experience and productivity.  Inducted new application in scope for access administration with existing team bandwidth

To learn more about how HCLTech MiDaaS can help transform your IAM Program maturity & schedule a demo, contact [cybersecurity-grc@hcltech.com](mailto:cybersecurity-grc@hcltech.com)

HCLTech MiDaaS Managed Services offerings and the IAM Practice, are part of HCLTech's Cybersecurity & GRC Services business unit.

# HCLTech | Supercharging Progress™

HCLTech is a global technology company, home to 211,000+ people across 52 countries, delivering industry-leading capabilities centered around Digital, Engineering and Cloud powered by a broad portfolio of technology services and software. The company generated consolidated revenues of \$11.79 billion over the 12 months ended June 30, 2022. To learn how we can supercharge progress for you, visit [hcltech.com](https://hcltech.com).

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