Mature your
IAM program effectiveness
with HCL MiDaaS

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

MiDaaS

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 simultaneous 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 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 increasing difficult.

HCL MiDaaS is a globally-scaled managed services offering, delivered from HCL'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, HCL is one of the global leaders in the IAM Managed Services space.

HCL 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 HCL's IT operations experience

- Under-pinned by real-time monitoring & service assurance, RPA-based automation, and analytics-driven reporting capabilities, delivered using HCL's DRYiCE™ platforms

HCL MiDaaS offerings

Monitor

- 24X7 performance monitoring
- Application health monitoring
- Real time alerting on outages
- Trend analysis
- SLA reporting
- Metrics reporting

Maintain

- IAM system management
- Routine maintenance
- Apply fixes and patches
- Resolve issues flagged by monitoring systems
- Vendor coordination
- Change & service request management

Evolve

- Fine tuning of IAM application
- Implement new connection & policies
- Annual retainer service – project hours
- Minor enhancements
- Annual audit & recommendations
- Service optimization
- Roadmap strategy

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 HCL 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 HCL'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.
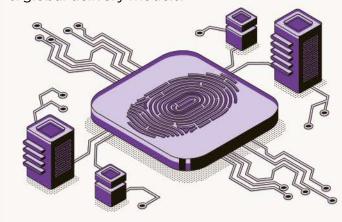
Overall visibility of IAM controls, posture and compliance adherence.

MiDaaS

Why choose HCL MiDaaS

- HCL 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.

- HCL 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 HCL'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 HCL'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	HCL 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, assign 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 closer	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.	Improved user experience and productivity.
	Managing 16 * 5 operations with 24 * 7 on call support for urgent termination requests.	Inducted new application in scope for access administration with existing team bandwidth

To learn more about how HCL MiDaaS can help transform your IAM Program maturity & schedule a demo, contact **cybersecurity-grc@hcl.com**

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

We offer services spanning:

Consulting - Advisory, Assessments, Architecture & Design

Transformation & Integration Services - for Technologies from our 40+ Alliance Partners

Managed Security Services

Visit us at https://www.hcltech.com/cyber-security-grc-services to know more.