

Managed Services

Digital initiatives rely on a mature, scalable security organization for success. Successful IAM leaders employ a strategy that gives them an ideal IAM approach: environment and business-specific expertise within their organization + industry knowledge, operational resilience and rapid scalability from a managed services partner.

Security and risk departments struggle in a few key areas when it comes to maintaining a secure IT infrastructure:

- Exponential growth in the number of identities and applications in use by employees, partners, and customers
- Massive IAM skills shortage we are experiencing
- The United States only graduates 65,000 college students each year with tech-related degrees, and most don't graduate with the "last mile" training they need to be employable. (via CIO.com)
- Increasingly complex IT environments (e.g. multi cloud and hybrid environments, legacy applications, technical debt, etc.)
- Budget constraints and short-staffed departments make breaches and cyber security attacks more likely

Benefits of Managed Services with IDMWORKS:



Our Solution: *Our Managed Services model is secure, reliable and backed by industry leading experts in the IAM field following a structured, proven knowledge transition methodology to help clients on board quickly and efficiently. We are not just fixing issues, we are improving the solution.*



Strategic vision, roadmap and planning:

Every client is at a different point in their IAM journey and we work with you to drive adoption, expansion and success of your IAM program



Proactive management:

24x7x365 monitoring and support operationalizing your IAM services with a highly trained team proactively resolving incidents based upon service level agreements for response and resolution times



Unique to your organization:

Unlike other MSPs, IDMWORKS is focused on building the appropriate support model for your organization aligned with industry best practices focused on your business' needs

What we deliver:

- ✓ Incident, Problem, Change and Knowledge Management services make up the essential care and feeding for your IAM program. Incidents are resolved in accordance with SLAs and serviced by a team of experts. Knowledge Management repositories include solutions to known issues, training materials specific to each customer's technology and implementation.
- ✓ Monthly Meetings and Quarterly Business Reviews are conducted with every MSP customer with a specific focus on the quality of service provided and a vision on where the program is going.
- ✓ Minor Enhancements capture changes required on a monthly basis to perform modifications customers request to further customize their IAM system to best meet their needs.
- ✓ Monitoring provides the ability to proactively support systems and services within scope.

IDMWORKS

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