

A person in a dark suit and tie is shown from the chest down, with their hands positioned as if interacting with a digital interface. Overlaid on the image is a complex network of glowing blue lines and circular nodes, some of which are highlighted with a white glow. The background is dark and out of focus, suggesting an office or server room environment.

# 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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