



Managed Services for Identity and Access Management (IAM)

Business and technical IAM management support at scale

Increase operational efficiencies with expert IAM program management

As digital transformations shift security perimeters to identities, organizations are deploying increasingly sophisticated IAM programs. Many enterprises lack the internal resources — both technical and human — to effectively run these complex programs. This can impact operational efficiencies and user experiences.

The solution is to bring in a third-party for managed support of the IAM program. It's important to partner with a provider that offers broad technical expertise coupled with a business-aligned, strategy-first consultative approach.

IGA Partnership Ecosystem

- SailPoint
- CyberArk
- Oracle Access Manager
- CA Identity Manager
- Ping

The Edgile + Wipro value difference

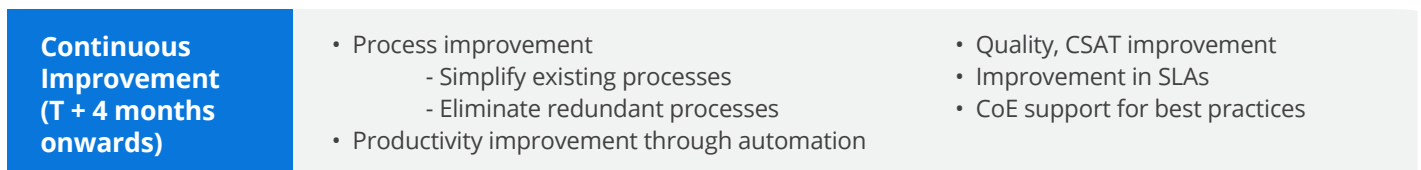
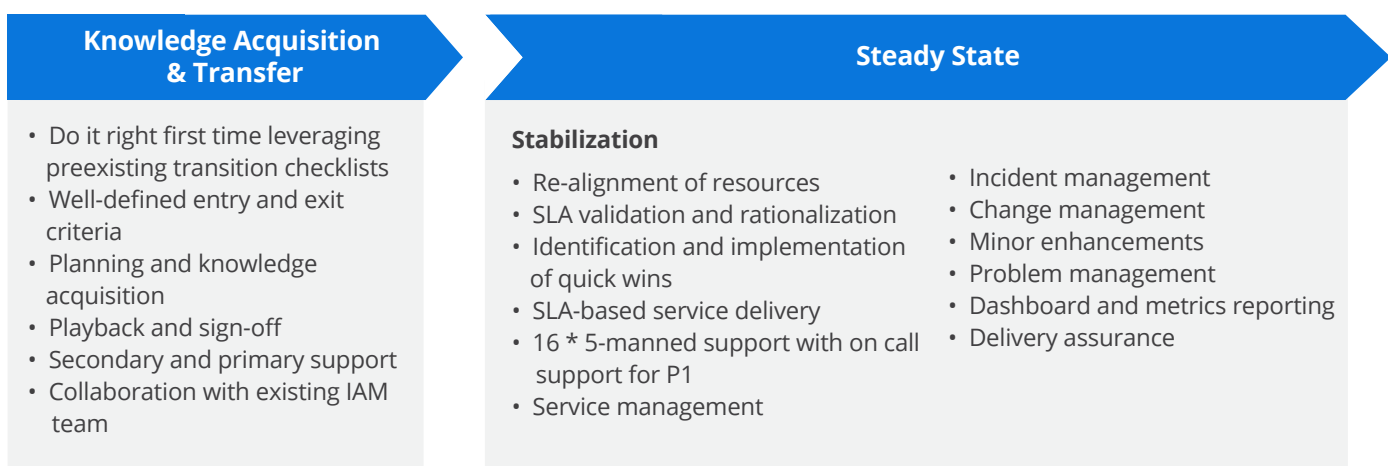
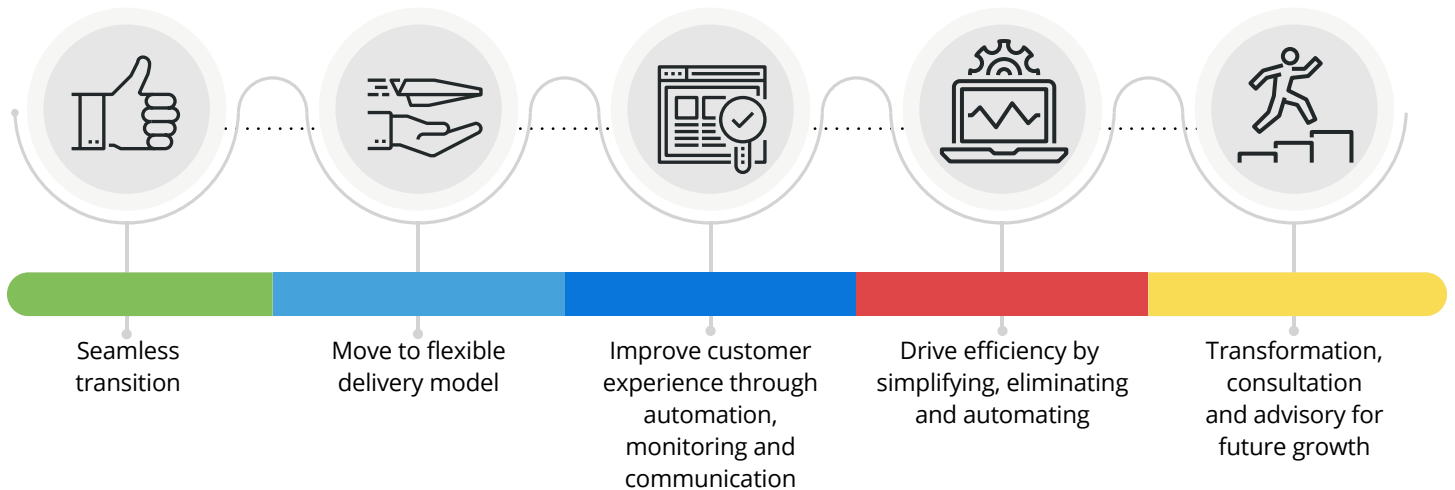
Our automated, least-risk solutions provide customers with an optimal IGA transformation experience by delivering:

- Faster implementation with reduced risk through proven IGA implementation methodologies
- Business domain, technical domain and industry standards expertise and resource availability
- Support that empowers project teams through a dedicated IAM Center of Excellence (CoE)
- Visibility on product roadmaps and faster resolution of any potential defects/issues through strong partnerships with industry-leading IGA vendors

Comprehensive IAM Managed Services

- 24/7 support for top priority tickets
- Annual health checks and monitoring
- IAM application availability monitoring
- IAM service restoration
- IAM incident resolution
- Configuration changes for in-scope IAM components
- IAM patch installation
- Validation post-patch (minor) installation and target application validation
- Change management
- Change request deployment
- SOP and SMTD preparation and upgrade
- IAM issues/requests
- SLA and KPI reporting at agreed frequency
- Manual UAM provisioning (applications)

Transition to IAM Managed Services Action Steps



Edgile + Wipro: We Secure the Modern EnterpriseSM
 Edgile, a Wipro company, is the trusted leader in cybersecurity transformation and risk services partnering with the world's leading organizations, including 55 of the Fortune 100. Our integrated suite of cybersecurity services and technology—CyberTransformSM—enables business growth through a strategy-first, business-aligned approach that solves security, risk, cloud, identity and compliance challenges on a global scale. CyberShieldSM—our managed services offering—defends business operations through on-demand cyber resilience management. To learn more, visit edgile.com and wipro.com/cybersecurity