

**IDENTITY & ACCESS MANAGEMENT (IAM) LIFECYCLE SERVICES**

**Identity as a Service**

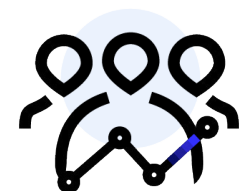
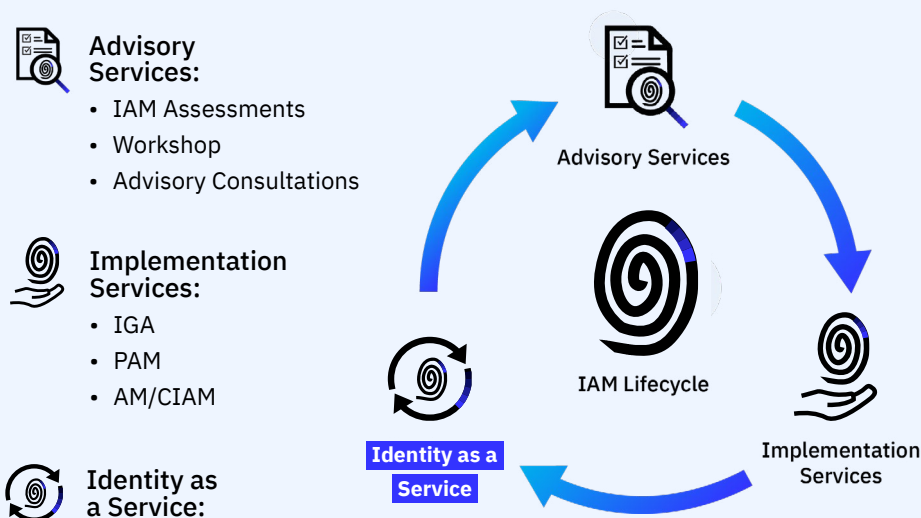
**Manage User Access to Critical Information and Systems While Enabling Business Agility**

IAM is a key business enabler and fundamental to conducting business securely.

Through our IAM lifecycle services, we can help you realize a greater return on investment and gain value from your Identity Access Management program. We help assess, design, strategize, implement, and manage IAM solutions that are best for your business.

**Identity as a Service**

Organizations are faced with significant challenges in relation to managing Identity, from limited personnel, budget constraints, and the skillsets required for the day-to-day management of identity solutions. Our team can offload the burden from your organization by embedding qualified experts to assist your business and reduce your operational costs, risks, and gaps in support coverage. With our guidance, your organization can achieve increases in operational efficiencies, access to skilled resources, compliance, and roadmap strategies needed to align your IAM program with industry standards and best practices.



**Put a **TRUSTED** Team of Cybersecurity Practitioners on Your Side**

Leverage our award-winning identity team’s deep technical expertise to help you operate, maintain, and achieve your business’ maturity goals. Our capabilities span Identity Governance & Administration, Access Management, Customer Identity & Access Management, and Privileged Access Management.

**Hundreds of Industry and Product Certifications**



Our Identity as a Service offering solves your IAM program challenges by providing Operational Support, Expert Advice and Strategy, and Professional Services. We help you select, implement, and manage solutions tailored to fit your organization’s desired business outcomes.

## Identity as a Service

Our IDaaS process is based on collaborating closely with you to develop a personalized identity strategy, craft a roadmap tailored to your unique needs, and offer optimization services that evolve with your organization’s cybersecurity landscape — providing you with the daily maintenance necessary to maximize your current investment in IAM solutions.

Our offering is divided into two tiers to meet your organizational needs: Core and Core Plus. Core Plus includes all Core services while adding professional services to integrate new applications and improve maturity and automation.

### IDaaS Service Offerings

IDaaS Services	Core	Core Plus	
<b>Customer Success Manager</b>	●	●	
<b>Monitoring and Reporting</b>			
Monitoring of Critical Service	●	●	✓ 24x7 Global Support Model
Reporting on Tickets and Service Metrics	●	●	
Weekly Cadence Meeting	●	●	
Quarterly Service Review	●	●	✓ ITIL Operational processes
<b>Administration and Support</b>			
Health-checks	●	●	✓ Advisory Services provide IAM program maturity guidance
Platform Updates (non-SaaS only)	●	●	
Policy Administration	●	●	✓ Access to multiple IAM skillsets
Incident and Service Request Management	●	●	
Vendor Escalation	●	●	
Root Cause Analysis	●	●	✓ Retainer for Professional Service hours
<b>Advisory Services</b>	●	●	
<b>Professional Services</b>			
Scoped based on requirements		●	

## About Us

GuidePoint Security provides trusted cybersecurity expertise, solutions and services to help organizations make better decisions that minimize risk. GuidePoint’s unmatched expertise has enabled a third of Fortune 500 companies and more than half of the U.S. government cabinet level agencies to improve their security posture and reduce risk.