

IAG Managed Services supporting IdM globally



SDG has a long history of deploying IdM (Identity Management) and related solutions for global brands and subsequently providing maintenance and support services post-implementation. Support packages offered by IdM vendors are often limited to the base product and not the customizations typical of most enterprise environments. Combined with limited expertise internally and budget constraints, continuing to support and manage such a large investment can be challenging.

We have the technical expertise and coverage to provide excellent customer service throughout the lifecycle of your software solution.

With tiered service levels and up to 24/7 coverage we can support your end users to the level they expect and value.

IAG (Identity & Access Governance) Managed Services

To help enterprises manage their IdM investments, SDG offers flexible maintenance and support services that can be tailored to your needs

- Scalable, SLA-driven, on-demand support using a blend of onsite and offshore expertise leveraging SDG's IAG Center of Excellence
- Dedicated subject matter experts with deep product and enterprise knowledge and a mature recruitment, talent and training business model to ensure service continuity

LEVEL 2	LEVEL 3	LEVEL 4
<ul style="list-style-type: none">• End User Support• Production Support• Application Monitoring• Corrective Maintenance	<ul style="list-style-type: none">• Enhancements & Bug Fixes• Incident Management• Incident Resolution• Quality Assurance	<ul style="list-style-type: none">• Architecture related analysis• Enhancements/ Change Requests• Service Requests

BENEFITS

- Acknowledged and Trusted Partner in SDG, an industry IdM thought leader
- Scalable, SLA-driven, on-demand support model
- Lower TCO (Total Cost of Ownership)
- Accelerated ROI
- Flexible support packages
- Global 24/7 coverage

TECHNOLOGIES SUPPORTED:

- SailPoint
- Oracle
- Ping Identity
- OneLogin
- CA Technologies
- UnboundID
- Radiant Logic
- CyberArk
- BeyondTrust
- Lieberman



[technology + passion] - risk