

SailPoint Managed Services Program

Redefining efficiency, enhancements, and reliability through end-to-end SailPoint managed services



As the identity framework expands and new regulatory and compliance standards continue, we're here to support and drive your SailPoint Identity Security Cloud investment forward.

How it Works

- We take over administrative control of your SailPoint investment
- We provide tools that speed up integrations, app onboarding, and adoption of ISC
- We include advisory services to strategically guide your IAM program

MajorKey's Delivery Best Practices

Quality Service

- Certified Solution Architects that stay engaged throughout the implementation
- Methodical approach to solution design
- Never subcontract any component of an engagement

Global Model

- Cost Savings
- Accelerate timelines to meet key milestones
- Follow-the-sun approach to critical incident resolution

Documentation

- Architect and Design Document
- Final Build Configuration
- Weekly Status Reports with Issue Reporting
- Quarterly Service Delivery Reviews

Project Management Office

Initial Adoption

- Track progress, tasks, and burn reports
- Manage Project Plan & RAID Logs
- Manage/Coordinate Testing Cycles
- Conduct daily/weekly Scrum calls

Post Go-Live

- Iterative releases and improvements through traditional SDLC process

Enhance your SailPoint Identity Solution at scale with one of our three Managed Services tiers

Managed Services Tiers		 Essential	 Professional	 Enterprise
Initiate	<ul style="list-style-type: none"> Project Kick Off/Planning 	Yes	Yes +	Yes ++
Workshop/ Design	<ul style="list-style-type: none"> Architecture Workshops Applicable Source & LCM Workshops Create Functional Requirements Overview (FRO) Create Functional Requirements Design (FRD) Project Management Activities 	Yes	Yes +	Yes ++
	<ul style="list-style-type: none"> Review/Approve 	Yes	Yes +	Yes +
	<ul style="list-style-type: none"> Role Migration Planning 	No	No	Yes
Build	<ul style="list-style-type: none"> Virtual Appliance and IQService Set-up Authoritative Source Set-up Connect 3 Simple Applications Leveraging OOTB Connector 	Yes	Yes	Yes
	<ul style="list-style-type: none"> Connect 3 Simple Applications Leveraging OOTB Connector Connect 3 Moderate Applications Leveraging JDBC or REST Connector 	No	Yes	Yes
	<ul style="list-style-type: none"> Connect 3 Complex Applications Leveraging Custom Connector 	No	No	Yes
	<ul style="list-style-type: none"> Access Profile Rules & Workflows Roles 	No	Yes	Yes
	<ul style="list-style-type: none"> Project Management Activities Expert Services Solution Architect 	Yes	Yes +	Yes ++
Close	<ul style="list-style-type: none"> Assist with Go-Live Preparations Post Live Support Create/Review Configuration and Customizations Document Project Management Activities Solution Architect 	Yes	Yes +	Yes ++
Ongoing Operations	<ul style="list-style-type: none"> Technical Account Manager Daily Operations Customer Service Management Tools / IP Installation & Utilization 	Yes	Yes +	Yes ++
	<ul style="list-style-type: none"> Solution Advisor 	No	No	Yes

"Yes+" indicates additional service hours for the same period compared to the Essential package.

"Yes++" indicates additional service hours for the same period compared to the Professional package.

Learn more at majorkeytech.com

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