MajorKey

📞 (630) 515-6660   ✉ hello@majorkeytech.com

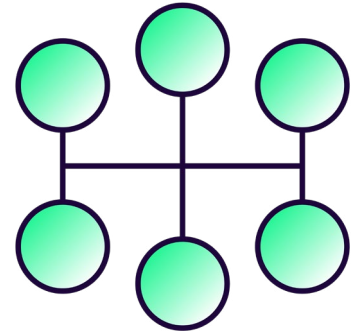SailPoint
Delivery Admiral
AMS
SaaS
2024

SailPoint Managed Services Provider

Redefining efficiency, enhancement, and reliability with 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.

We take complete administrative control of your SailPoint investment.

We offer tools that speed up integrations, app onboarding, and adoptions of ISC.

We include advisory services to strategically guide your IAM program.

Our 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
- Flexibility (T&M, Fixed Bid, and Staff Aug)

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
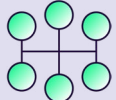
Project Management Office

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	· Project Kick Off/Planning	Yes	Yes +	Yes ++
Workshop/ Design	· Architecture Workshops · Applicable Source & LCM Workshops · Create Functional Requirements Overview (FRO) · Create Functional Requirements Design (FRD) · Project Management Activities	Yes	Yes +	Yes ++
	· Review/Approve	Yes	Yes +	Yes +
	· Role Migration Planning	No	No	Yes
Build	· Virtual Appliance and IQService Set-up · Authoritative Source Set-up · Connect 3 Simple Applications Leveraging OOTB Connector	Yes	Yes	Yes
	· Connect 3 Simple Applications Leveraging OOTB Connector · Connect 3 Moderate Applications Leveraging JDBC or REST Connector	No	Yes	Yes
	· Connect 3 Complex Applications Leveraging Custom Connector	No	No	Yes
	· Access Profile · Rules & Workflows · Roles	No	Yes	Yes
	· Project Management Activities · Expert Services · Solution Architect	Yes	Yes +	Yes ++
Close	· Assist with Go-Live Preparations · Post Live Support · Create/Review Configuration and Customizations Document · Project Management Activities · Solution Architect	Yes	Yes +	Yes ++
Ongoing Operations	· Technical Account Manager · Daily Operations · Customer Service Management · Tools / IP Installation & Utilization	Yes	Yes +	Yes ++
	· 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.

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