

Customer Identity and Access Management (CIAM)

CIAM Advisory Services

Unlock the full potential of CIAM with our solution-agnostic CIAM advisory services

Modern enterprises require CIAM solutions that deliver frictionless experiences for customers and third-parties while still protecting against fraud, breaches and privacy violations.

Our team of CIAM solution advisors has deep experience helping enterprises enhance security while bolstering user experience and increasing revenue through strategic advisory engagements.

Common CIAM advisory outcomes:

CIAM program
gap analysis
and moderniza-
tion

Facilitating
business
requirements
with enterprise IT

RFP and
use case
documentation

Futureproofing
CIAM roadmap
with the right
solution

Skillset and
resource
evaluation

Design and
implementation
roadmap

Increasing time-
to-value of CIAM
programs

Measuring ROI
and customer
experience

CIAM	Complimentary Advisory Services Engagement	Premium Advisory Services Engagement
Cost	Free	Cost determined by specific client requirements
Duration	One to two days	- MajorKey: Min. 2 weeks; Max 6–8 weeks - Client: 12+ hours spread across two months
Requirements	Existing CIAM program in place	- Existing CIAM program, or - Plans to implement a CIAM program
Deliverables	- Analysis summary - Recommendations	- Analysis summary - Recommendations - Roadmap - Maturity model - Vendor solution evaluation - SWOT analysis
What's included	- Review of your current CIAM implementation - Application workshop - IT security workshop	- Requirements gathering workshop - Stakeholder interviews - Requirements review workshop - Workshops covering key CIAM features (listed below) - Roadmapping CIAM and Workforce IAM integration - Design and architecture (if applicable) - Outline of CIAM program's path to success

Premium advisory engagements include workshops with the following key stakeholders:

- Marketing
- Help Desk
- CRM owners
- Application developers
- Business leadership
- Enterprise IT and security
- Compliance and governance
- Digital and transformation office
- Data Privacy Officer
- Legal

Contact us to
get started

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