

Identity Management is being increasingly deployed by enterprises across the globe. Deployments are typically carried out by the internal staff with the support of external consultants. Operations and support beyond implementations are typically carried out by internal staff that develops skills in products during the implementation phase. Given the complexity of the solution, administration and support can be challenging. Some of the challenges organizations encounters while operating the solution on a day to day basis are

- Technological Complexity associated with Operations and phased implementation running in parallel
- Knowledge Management and Skill development
- People Turnover
- Product Upgrades and updates on a continuous basis
- Complex & Evolving Domain Knowledge
- Cost of operations
- Evolving business needs
- Meeting service level expectations

All the above put an additional burden on the administrative and operations staff.

Identity Management Support and Operations Service from ILANTUS are aimed at relieving enterprises from the challenges associated with the day to day operations of the Identity Management solution deployed.

The service is available in two variants:

1. **24\*7 Administration and Support:** Through this offering ILANTUS would assume responsibility for complete administration and operations of the Identity Management Solution. Details of services provided can be found further in this document. This service is available to customers on a fixed fee basis, with guaranteed SLAs.
2. **L2 and L3 Support:** Through this offering ILANTUS provides support to the current teams managing the Identity Management Solution Implementation. ILANTUS team will resolve issues that cannot be resolved by the support teams. This service is available to customers on a fixed fee and Incidence Based Fee basis.

## Service Description

ILANTUS offers Fixed Price, Service Level based Identity Management Support and Operations services. This service is delivered through Identity Management Support Centers of ILANTUS located out of Bangalore and Chicago. The support center is staffed with Identity Management Professionals who have extensive experience in implementing & supporting customers in US. ILANTUS professionals can also be deployed at customer premise as part of the service, if required as a part of meeting SLA requirements.

This service offering is available in various options. They are

- 24x7
- 24x5
- 16x5
- Business Hours Only Support
- Non Business Hours Support

The high level activities that typically constitute the Support and Operations services include

## Support

- break fix support
- Incident and Problem Resolution
- End User support related to password management
- Root Cause Analysis of Incidents/Problems

### Operations

- Day to Day operations related to User Provisioning, De-Provisioning and Modifications
- Day to Day Operations related to configuring of Provisioning Policies, Addition/Removal of platforms
- Regular backups
- Periodic generation of reports
- Installation and Configuration of product updates and patches
- Day to Day monitoring activities to ensure optimal performance of the solution
- Documentation updates

### Benefits

The benefits offered by this service include

- Reduction in costs related to day to day operations and support
- Availability of best practices and domain knowledge
- Utilization of Internal Staff's time on implementation activities
- Reduction in costs related to training and re-training of internal staff for support and operations

## About ILANTUS Technologies

ILANTUS Technologies (ILANTUS) is a global company offering end-to-end Identity and Access Management Solutions. ILANTUS, a player in the domain of Identity and Access Management for 9 years, with INTEL as its major investor has implemented more than 300 projects spanning Role Engineering, User Provisioning, Access Management, Web & Enterprise Single Sign On & Compliance Management.

ILANTUS Advisory Services provides services such as best practices, technology comparisons, methods to align deliverables within existing budgets, cost saving measures.

ILANTUS CONSULTING provides high value-add services in areas such as IAM best practices and audits, compliance, role-engineering and BSM (ITIL) alignment.

ILANTUS SERVICES provides solution architecture, implementation, customization and Lifecycle management services for all key technologies in IAM.

ILANTUS PRODUCTS offer solutions in vital areas such as IAM tool integration with applications, compliance and reporting and enhancement of features and functionality of existing IAM technologies