

SERVICE BRIEF

Managed Identity Services

Herjavec Group's Managed Security Services Practice defends global, enterprise-level organizations from increasingly sophisticated, targeted cybercrime threats. Our industry-recognized **HG SOC Operations** take on the day-to-day defense of your infrastructure by monitoring your network, systems and data, 24/7/365. Through a comprehensive suite of **Managed Security Service Offerings**, we deliver an integrated, measurable, threat-centric, and holistic service.

We provide comprehensive **Managed Services for Identity & Access Management (IAM)**. Our Managed Identity Services include IAM expert solution operations for both business and technical aspects of IAM infrastructure and policy management.

Why Engage Managed IAM Support?

- ✔ 24/7 Identity platform health monitoring without increasing your security staff
- ✔ Gain visibility and control of user data and access permissions
- ✔ Quickly detect risks and amend access entitlement issues associated with privileged users
- ✔ Automate the user provisioning process based on groups, policies and approval workflows
- ✔ Accelerate compliance efforts with unified top-down governance processes for all users
- ✔ Predictable OPEX and improved ROI on your IAM software
- ✔ Access to on-demand expertise from certified IAM experts

HG MANAGED IDENTITY APPROACH



Operate

IAM Platform Management

- ▶ 24/7 proactive monitoring for business-as-usual and brake-fix operations of IAM solution
- ▶ Ongoing capacity planning, trend management, and scheduled reporting
- ▶ Continuous Improvement through regular healthcheck and architecture reviews



Support

Expert Solution Support

- ▶ HG Engineer Level 2 technical solution support
- ▶ Management of vendor technical support, contract maintenance, product enhancements requests, and corrective actions
- ▶ Quality assurance checks for enhancements and updates



Evergreen

Ongoing Maintenance

- ▶ Defining and execution of patch management strategy
- ▶ Ensuring the solution is secure and kept within vendor support limits
- ▶ Solution upgrade analysis and planning

"Once again, Herjavec Group has exceeded our expectations and brought the best possible service. My phone is inundated with cybersecurity sales people. From my jaded experience, very few people deliver. Herjavec Group does."

- **CISO, Healthcare & HG Identity Services Customer**



Robert Herjavec founded Herjavec Group in 2003 to provide cybersecurity products and services to enterprise organizations. We have been recognized as one of the world's most innovative cybersecurity operations leaders, and excel in complex, multi-technology environments. We have expertise in comprehensive security services, including Advisory Services, Technology Architecture & Implementation, Identity & Access Management, Managed Security Services, Threat Hunting & Management, Digital Forensics and Incident Response. Herjavec Group has offices and Security Operations Centers across the United States, United Kingdom, Canada and India. For more information, visit HerjavecGroup.com or contact us at info@herjavecgroup.com.