Digital Identity-in-a-box
Solutions for cyber-powered people

November 2021
Identity is at the core of all digital interactions

With the rise of digitalisation, Indian enterprises are adopting the cloud and increasing mobility with connected devices to remain competitive, generate new revenue streams, and enable remote working for their workforce. It has resulted in an extension of the organisational perimeter, the application landscape, as well as the number of devices connected to the enterprise and data interactions. It has caused major security concerns related to potential data breaches and attacks in the extended digital enterprise.

*96% of Indian enterprises have increased their budgets for digital investments.

Identity is at the core of all digital interactions and every interaction in this extended digital enterprise depends on identity to establish trust, enable business relationships and define the perimeter for security. Identity is at the core of zero-trust architecture. Hence organisations are implementing Digital Identity solutions to reduce the attack surface and make the organisation resilient by securing identities, and the access to identities.

*60% of Indian enterprises are pivoting to new business and delivery models for business continuity.

*NASSCOM : Reimagining Indian Enterprises' Tech Landscape in a Digital-First World – A New Order Out of Chaos
Introducing Digital Identity-in-a-box

The traditional approach to Digital Identity solution implementation requires higher leadership involvement as well as increased cost and time, leading to slower adoption and more exposure to risks. Deloitte’s Digital Identity-in-a-box delivers identity as an outcome, where an enterprise pays for the proportional value to achieve faster deployment and compliance. Through an outcome-based model for Digital Identity, our offering allows the enterprise to focus on their digital journey and business growth, while remaining secure and compliant.

<table>
<thead>
<tr>
<th>Traditional approach</th>
<th>V/s</th>
<th>Deloitte’s Digital Identity-in-a-box</th>
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</table>
| High costs incurred for product evaluation  
Significant time and money investments in product evaluation and selection | **Ready to deploy industry leading products**  
Choice of latest digital Identity products backed by Deloitte’s extensive global industry and digital identity expertise | **Accelerated time to value and regulatory compliance**  
Rapid deployment in 3-4 weeks by leveraging pre-built industry use cases on the cloud, to achieve higher ROI and regulatory compliance |
| Delayed time to value and compliance  
Implementation cycles are intensive and complex ranging between 6 months to 2 years resulting in delayed ROI and ability to meeting regulatory compliance | **Upto 60% reduction in TCO**  
Flexible pay-as-you-use bundled price for product, cloud infrastructure, implementation, and maintenance resulting in lower TCO and initial costs | **Ready access to the latest features and innovations**  
Access to upgrades, new features, and innovations to adapt to the dynamic market and business requirements |
| High Total Cost of Ownership (TCO)  
High TCO with upfront investment in product licenses, infrastructure, implementation, and maintenance. | **Difficulty in adapting to changes in the market and technology**  
Limited ability to adapt to changes in the business environment due to solution capability requiring new products and upgrades | **Assured delivery with an experienced team**  
Quality and on-time delivery owing to Deloitte’s Digital Identity practice having skilled resources with subject matter expertise |
| Potential delay due to shortage of skills  
Shortage of experienced and skilled resources resulting in project delays and risk of continued maintenance | **Potential delay due to shortage of skills**  
Shortage of experienced and skilled resources resulting in project delays and risk of continued maintenance |
Deloitte’s Digital Identity-in-a-box is a cloud-hosted and fully-managed identity platform offering leading Identity and Access Management (IAM) products as modular service offering with ability to expand and adopt identity capabilities and services backed by our global experience as an end-to-end cyber security service provider.

**Cloud architected, scalable, digital identity solution**
- Built-in cloud management platform with an IAM solution architected for the cloud
- Dedicated cloud instance in compliance with data localisation, industry, and cyber regulations
- Benefit from the scalability, elasticity, and reliability of cloud services

**Accelerated deployment of identity capabilities**
- Pre-fabricated foundation of use cases and integration packs for faster setup of identity capabilities
- Extensive library of frameworks and processes to define and enhance current identity processes
- Rapid application onboarding using reusable integration patterns, workflows, and templates and RPA
- Rich API layer to enable integrations for provisioning and authentication

**Unified CXO dashboard for better control and monitoring**
CXO Dashboard providing 360-degree views for rich insights into operations, security, compliance, and service performance*

**Choice of leading products**
- Choice of leading digital identity product vendors
- Easy access to product upgrades and new features

**Enhancement services to enable adoption of new features and business requirements**
- Extend the foundational service to expand the coverage of the digital identity solution across the organisation
- Adapt to changing users, business requirements, technology advancements and standards using enhancement services, to stay current and updated
- Leverage Deloitte’s consulting expertise for strategy and roadmap definition

**Rapid and flexible implementation service**
- Establish the foundational service using Deloitte’s frameworks and accelerators
- Flexibility of choosing the digital identity capabilities required as per the business requirements

**Operational support tailored to your requirements**
- Select the best suited operational support between 3 options - Silver, Gold, and Platinum, based on the service window, environments, ticket volumes, reporting, and analytics requirements
- Extend the service as needed to respond to changing support dynamics
- Industry standard KPIs and metrics to measure service performance

*Cyber Insights 360 is an integrated cyber analytics solution that enables the CIO and CISOs to get a 360-degree view of their security posture. For more information, click [here](#).
Architectural framework and key features of Digital Identity-in-a-box
What do you get when you select
Digital Identity-in-a-box

Using Deloitte’s Digital Identity-in-a-box solution, the foundational service with the core capabilities can be setup in 6-8 weeks and new capabilities adopted and extended as per the implementation roadmap and business requirements using the enhancement service.

<table>
<thead>
<tr>
<th>Foundational service</th>
<th>Access Management</th>
<th>Common Services</th>
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<tbody>
<tr>
<td>• Automated provisioning, de-provisioning to provide access to critical applications – Active Directory, Email, Employee Portal, CRM</td>
<td>• Improve user experience by implementing SSO for critical applications – Employee Portal, CRM, SaaS applications</td>
<td>• Compliance reporting as per regulatory requirement</td>
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<tr>
<td>• Automated on-boarding/off-boarding of employees and third parties based on HRMS/data feed</td>
<td>• Enable multi-factor authentication like OTP, push for increased security and prevent identity misuse</td>
<td>• User interface branding</td>
</tr>
<tr>
<td>• Enhanced user convenience with self-service for password resets and access requests</td>
<td>• Periodic access certification to ensure right access</td>
<td>• Integration with SIEM and Service Desk</td>
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<td>• Periodic access certification to ensure right access</td>
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<th>Enhance service</th>
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</thead>
<tbody>
<tr>
<td>Additional application onboarding, role engineering, SOD rules implementation, new authoritative sources, new features etc. can be leveraged as per business requirements, technology advancement, and growth</td>
<td>Additional application onboarding, federation for third party applications, new authentication store, new MFA method, new features etc. can be leveraged as per business requirements and growth</td>
<td>• Custom tailored reports, analytics, integrations with third parties, login, or UI development</td>
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<td></td>
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<td>• Consolidated dashboard using Deloitte’s Cyber Insights 360</td>
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Operations Support

For operations support services a pre-packaged “manage and operate” services is available based on the expected service coverage, resolution time, and availability requirements.

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<th>SILVER</th>
<th>GOLD</th>
<th>PLATINUM</th>
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<tr>
<td>8x5 support</td>
<td>16x5 support</td>
<td>24x7 support</td>
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Key business benefits

- **Lowered TCO**
  Flexibility to adopt the service proportionally to the usage, based on the volume of users and the volume of service required

- **Accelerated time to value**
  Pre-built foundational capabilities of the platform expedite its adoption and rapid value realisation

- **Improved agility**
  Ability to keep pace with changing business requirements with standards-based integration and standardised application architecture

- **Improved productivity and user experience**
  Improved productivity and user experience with automated onboarding, self-service, and SSO

- **Reduced technology risk**
  Easy access to talent, product upgrades, features, and innovation allows the enterprise to incorporate changes due to technology advancements

- **Decreased operational risk**
  Single accountability and ownership for the Service Level Agreements (SLA)

- **Improved security posture**
  Ability to meet compliance requirements and reduce audit exposure

- **Continuous Innovation**
  Continuous innovation and learnings brought into the solution offering based on insights across a broad segment of the market

With Deloitte’s Digital Identity-in-a-box, you can focus on your digital journey and business growth, while we help you remain secure and compliant. By being innovative and agile ‘now’, we can enable you to stay one step ahead in the ‘next’.