

# Managing IAM is key to managing your organization.

## Managed IAM and PAM



The management of critical security infrastructure is one of the biggest challenges facing IT leaders. System maintenance and operations require specialty skillsets that are difficult to find, can drive up costs and can get in the way of other key organizational priorities. The management of IAM (Identity Management, Identity Governance and Access Management) and PAM (Privileged Access Management) technologies, in particular, can place a burden on security teams and help desks.

As part of a complete portfolio of Managed Security Services, CDW offers flexible options for organizations looking to offload the maintenance, management and optimization of their identity technologies. With follow-the-sun support options for all leading identity management technologies, CDW's Managed Services can lower the total cost of ownership of your security technology, optimize service delivery and help organizations attain flexibility and scalability.

Managed IAM and PAM can help you achieve:



**Operational Efficiencies**



**Reliability**



**Cost Reduction**

## Finding the Right Solution

CDW offers a range of customizable managed services, designed to support, maintain and improve IAM programs without overburdening technical staff. Our managed services are compatible with all major IGA, AM and PAM technologies, and support is provided by certified resources.

Each managed IAM bundle includes:

- **Comprehensive Support:** Tier I, II and III resources (depending on package) are on call to troubleshoot and resolve issues, with 24x7x365 options for most packages.
- **Cross-platform Compatibility:** CDW's Managed Identity Services can accommodate a wide range of platforms, integrations and configurations.
- **Flexible SLAs:** Aligned to negotiate response-time windows and desired resolution times.
- **Visibility:** Customer-facing issue tracking through your internal or third-party ITSM, while internal issues are tracked through CDW's comprehensive ticketing system.
- **Ongoing "Care and Feeding":** Ad-hoc spot checks and comprehensive health checks are designed to continually mature and optimize the operations of your program.

In addition to driving excellence within your IAM program, CDW's Managed Services also foster cost savings and operational efficiencies. Our managed services often lower our customers' total IAM program cost with advantageous pricing that ensures you're only paying for the support you really need, while eliminating costly internal recruiting, hiring and staffing.

CDW's full lifecycle of Services can support your organization no matter where you are on your journey



Design



Orchestrate



Manage



On-Premises



On-Journey



Cloud-Based

## CDW + IDENTITY MANAGEMENT

CDW is one of the top IAM systems integrators in North America. Our success is driven by:

- **IAM as a Core Competency:** With more than 15 years of focus on IAM, CDW is a market leader in modernizing, streamlining and automating enterprise identity programs.
- **Fluency with Zero Trust:** Our identity services are wholly aligned with the latest Zero Trust, CARTA and identity-centric security frameworks.
- **Full Lifecycle Support:** From new program design to management of existing programs, CDW has the experts and services to support every identity program, regardless of its size or maturity.
- **The Right Partnerships:** CDW has committed and longstanding partnerships with most major vendors in the access management, identity governance and privileged access sectors.



# Managed Identity Overview

CDW's packaged and custom managed IAM programs are designed to drive efficiency, operational excellence and continuous improvement throughout the IAM program. Our packages have been tailor-made to solve common IAM operational challenges, with the flexibility to address unique or complex organization-specific hurdles. Our services include:

Support Plus	
<p><b>Description:</b> A high-impact, fast-start program that immediately eases IAM support burden and eliminates backlog of program support requests. Best for large and midsize organizations struggling with program support, troubleshooting and high cost of ownership.</p>	<p><b>Details:</b></p> <ul style="list-style-type: none"> <li>• Tier II and III resources to execute SOPs and general operational support</li> <li>• Part-time operations manager</li> <li>• Flexible SLAs aligned to negotiated response and resolution times</li> <li>• Integrated alerting routed to Tier II support staff within SLAs</li> <li>• Manual provisioning tasks and access requests</li> <li>• Customer-facing issues tracking and resolution</li> <li>• Performance tuning, bug fixes, patching and minor enhancements</li> <li>• Ad-hoc spot and health checks with reporting</li> <li>• Documentation, testing and knowledge transfer, as needed</li> <li>• Weekly status reporting with concise summaries and detailed findings</li> </ul>
Premium Identity	
<p><b>Description:</b> A white glove, transformative program that provides a long-term solution for effective IAM program management and progressively lower costs over time. Best for large and midsize organizations wanting a hands-off IAM program with seamless rollouts, predictable costs and ongoing support.</p>	<p><b>Details:</b></p> <p>All services within Support Plus are included, as well as:</p> <ul style="list-style-type: none"> <li>• L2, L3, plus L4 escalation with dedicated operations manager</li> <li>• Standards and guidelines defined jointly with the customer</li> <li>• Operations runbooks and troubleshooting procedures</li> <li>• Reporting and periodic audits</li> <li>• Review of service metrics, with recommendations for improving efficiency</li> </ul>
Enterprise	
<p><b>Description:</b> Large-scale solutions for full-stack IAM MSSP customers with particularly complex or mature environments. Best for large organizations looking for a bespoke solution that meets stringent operational, technological and compliance requirements.</p>	<p><b>Details:</b></p> <p>All services within Support Plus and Premium Identity are included, as well as:</p> <ul style="list-style-type: none"> <li>• Full-stack, multi-vendor IAM support</li> <li>• Scalable model that supports even the largest organizations</li> <li>• Flexible to accommodate changing business and compliance requirements without requiring complete program overhaul</li> <li>• Single point of contact, reducing the complexity of multiple vendor relationships</li> </ul>
SME on Demand	
<p><b>Description:</b> A block of hours of technical SME support to support small projects and ad-hoc requests. Requires an initial onboarding and is governed by defined SLAs.</p>	<p><b>Details:</b></p> <ul style="list-style-type: none"> <li>• Prepaid bucket of hours</li> <li>• Scheduled services per SLAs</li> <li>• Time-bound consumption requirements for hours purchased</li> <li>• A named SME available on demand within 1-2 business days</li> </ul>
Custom	
<p><b>Description:</b> For IAM programs that don't fit into the categories above, CDW can develop a custom program that aligns with specific customer requirements.</p>	<p><b>Details:</b></p> <p>Service details are generally developed collaboratively between CDW and the customer.</p>

## Proofpoints

**120+**

IAM engineers and architects

**250+**

Individual certifications

**250K+**

Annual hours of service for customers

**25+**

IAM solution partners

**Millions**

of identities under CDW management

To learn more about Managed IAM and PAM, contact your account manager or call 800.800.4239.

