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Identity and Access Management (IAM) Services – Provider Compendium 2023
December 2023: Complimentary Abstract / Table of Contents

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Background of the research

The surge in next-generation security threats has left enterprises worldwide grappling with cybersecurity challenges. Enterprises across the globe are in search of reliable Identity and Access Management (IAM) service providers that can offer highly tailored security services, such as Single Sign-On (SSO), multi-factor authentication, Privileged Access Management (PAM), and identity governance for compliance assurance. This approach ensures not only compliance with various regional regulations but also adherence to local data privacy laws. A robust IAM program also imparts multiple other benefits to enterprises such as enhanced user experience and productivity, heightened security, operational efficiency, and reduced burden on IT support teams.

In response, IAM service providers are expanding their capabilities to meet these diverse demands. There is also a marked drive to enhance their cybersecurity consulting capabilities, in order to be recognized as a holistic security partner that can provide end-to-end security services. Undertaking this research on IAM service providers thus seeks to shed light on their evolving capabilities and strategies.

In this research, we present an assessment and detailed profiles of 21 Identity and Access Management (IAM) service providers for the IT security capabilities featured on the Identity and Access Management (IAM) Security Services PEAK Matrix® Assessment 2023.The assessment is based on Everest Group's annual RFI process for the calendar year 2023, interactions with leading Identity and Access Management (IAM) service providers, client reference checks, and ongoing analysis of the IAM services market

This report includes the profiles of the following 21 leading IAM providers featured on the Identity and Access Management Services PEAK Matrix:

- **Leaders:** Accenture, HCLTech, IBM, Infosys, TCS, and Wipro
- **Major Contenders:** Capgemini, Cognizant, Deloitte, DXC Technology, Eviden, EY, Kyndryl, LTIMindtree, NTT DATA, Optiv, and Persistent Systems
- **Aspirants:** GAVS Technologies, Happiest Minds, Inspira, and Mphasis

Scope of this report

Geography
Global
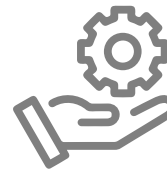
Providers
21

Services
Identity and Access Management

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The Identity and Access Management (IAM) Services – Provider Compendium 2023 has 21 provider profiles

Provider 1 profile (page 1 of 4)
Overview

Provider 1 mission/vision statement
Provider's vision is centered around enhancing IAM capabilities, turning it into a driver for its clients. The firm aspires to remain the trusted IAM partner for its cli identity verification and access control challenges. Mphasis is committed to inno products, and establishing robust IAM frameworks tailored to clients' specific ne emphasis on refining engineering and deployment techniques, the firm integrate automation technologies, ensuring modern, scalable, and efficient IAM solution

IAM services revenue

<US$50 million	US$50-250 million	US$250-500 million

Provider 1 profile (page 2 of 4)
Case studies

Case study 1	Streamlined access request tickets and ensured re

Client: a large banking organization

Business challenge
The client was facing challenges in streamlining access request tickets as 70% handling. The approval process through emails caused significant delays in ac business operations. The IAM processes were complex and involved siloed tea steps, which led to inefficiencies and a backlog of requests. There was a lack administrative access, that was essential for regulatory compliance. Additional application and service credentials posed security risks. Delays in access revie caused regulatory compliance concerns, and the absence of SoD) requiremen level caused regulatory compliance issues.

Solution
Provider delivered new SailPoint IIQ, CyberArk, and 360+ application migratio implementation and operations team in 36 months. It streamlined and automat integrated siloed teams to boost efficiency and decrease business-impacting d user access reviews and certification, enabling to meet compliance requireme reports in a timely manner. It also introduced RBAC and SoD regulations to en

Impact
- Automated role discovery by 60%
- Increased identity onboarding by 70%
- Achieved 100% compliant offboarding
- Unified IAM governance

Provider 1 profile (page 3 of 4)
Solutions, partnerships, and investments

Proprietary solutions (representative list)

Solution name	Details
Solution 1	It is frequently a time-consuming pro threat landscape, there is an urgent
Solution 2	It is a solution to automate the manu validation, and data permission and

Partnerships (representative list)

Partner name	Details
Partner 1	Partnered to support software and S
Partner 2	Partnered to offer collaborative GTM
Partner 3	Partnered to offer collaborative GTM
Partner 4	Partnered to provide joint GTM, imp

Other investments (representative list)

Investment name	Details
Talent	Provider has envisioned a program launching 10-15 new training platfor and Neuro-linguistic Programming (

Provider 1 profile (page 4 of 4)
Everest Group assessment – Aspirant

Measure of capability: ◐ Low ● High

Market impact				Vision & capability				
Market adoption	Portfolio mix	Value delivered	Overall	Vision and strategy	Scope of services offered	Innovation and investments	Delivery footprint	Overall

Strengths
- Enterprises looking to modernize application security features such as authentication and SSO to adapt to modern protocols such as OIDC, OAuth2, and SAML will find Mphasis to be a good fit because of its credible proof points in this domain
- Enterprises searching for IDaaS offerings should consider providers' IDaaS which is backed by a strong set of partnerships with leading technology providers in this domain
- Enterprises searching for a service provider with robust identity-led zero-trust capabilities will find provider to be a good fit as it provides zero-trust services to secure identity perimeter, apps, and APIs
- Enterprises will benefit from Mphasis' investments in building an automation-backed portfolio that can be leveraged for large-scale IAM transformation engagements
- Enterprises can benefit from IAM offerings that integrate and operate the entire identity security life cycle as a converged IAM infrastructure

Limitations
- Enterprises seeking IAM services for large digital footprint across OT/IoT environments may find provider lagging its peers in showcasing delivery proof points around machine identity management services
- Enterprises specifically seeking a service provider for CIAM must carefully evaluate provider capabilities due to limited proof points in this domain
- Enterprises searching for a comprehensive decentralized IAM solution should carefully assess provider as it lags its peers in this domain
- Enterprises looking to leverage CIEM capabilities should be aware that provider lags its peers in demonstrating delivery proof points around CIEM

Research calendar
Cybersecurity

| | Published | Planned | Current release |

Reports title	Release date
Managed Detection and Response (MDR) Services Provider Compendium 2023	February 2023
Cautious Optimism Amid Disruption – 2023 Key Issues, Enterprise IT Perspective	March 2023
Enterprise Pulse for Technology Services 2023: Sharp Decline in Customer Satisfaction	April 2023
Talent Demand Trends	India IT Services – H2 2022	May 2023
Cyber without Perimeters: Starting Your Zero-trust Journey with Identity	May 2023
Cybersecurity Services State of the Market 2023: Cyber Secure to Cyber Resilient	June 2023
Identity and Access Management (IAM) Services PEAK Matrix® Assessment 2023	July 2023
Cloud Security Services PEAK Matrix® Assessment 2023	Q32023
Operational Technology (OT) Security Products PEAK Matrix® Assessment 2023	November 2023
Identity and Access Management (IAM) Services – Provider Compendium 2023	**December 2023**
From Risk Mitigation to ESG Leadership: The Untapped Potential of Managed Detection and Response (MDR)	Q4 2023
Network Security and Security at the Edge	Q4 2023
Cloud Security Services – Provider Compendium 2023	Q1 2024

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