

# 24x7 IAM Support Services for an American Investment Management Corporation



The client was looking for a partner for providing production support for their IAM solution. Partnering with ITC Infotech ensured seamless operations and production support for their Identity and Access Management (IAM) platform. ITC Infotech delivered end-to-end support ensuring strong authentication, compliance, and uninterrupted IAM services.

100 Applications  
500,000 Users  
50 MFA

ITC Infotech is a leading global technology services and solutions provider, led by Business and Technology Consulting. ITC Infotech provides business-friendly solutions to help clients succeed and be future-ready, by seamlessly bringing together digital expertise, strong industry specific alliances and deep domain expertise. The company provides technology solutions and services to enterprises across industries through a combination of traditional and newer business models, as a long-term sustainable partner.



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## CHALLENGES

- Certifications and Entitlement
- Access request management
- IAM solution operation and support

## SOLUTION

- 24X7 Operations and support of IAM platform including:
  - SailPoint
  - Azure AD
  - AD
  - Exchange
  - DUO MFA
- AD Group management
- Level 1, Level 2, and Level 3 support of IAM platform

## OUTCOME

- Continuous monitoring and support of IAM platform with 24X7 coverage
- Strong authentication for secure access
- Enhanced auditing and accounting capabilities
- Efficient resolution of access and identity life cycle