/Customer Story

I'CURITY

/About
This internet retailer is an omni-channel fashion value retailer. It has several retail trading divisions that includes fashion, insurance and finance.

/Challenge
In its quest to be a major internet retailer, this client realized that digital identity is a cotenant of its business and digitization strategy. The client engaged I'Curity solution to develop a modern IAM strategy taking into consideration their legislative, omni-channel and user experience requirements. Their requirements are as follows:

- Assess current IAM Maturity level
- Develop enterprise identity and access management strategy (EIAM)
- Develop customer identity and access management strategy
- Assess and recommend best IAM technology for both EIAM and CIAM

/Solution
To achieve true modern IAM strategy and meet the client requirements we performed the following:

/Workshops
- Ran Identity Strategy workshops
- Stakeholder analysis and mapping
- Deep dive technical identity protocols and standards workshops
  - o OAuth 2.0

        o   OIDC 2.0
        o   SAML
        o   Web Access Management Architecture
        o   LDAP

/Baseline Analysis

- AS-IS Analysis
  - Enterprise Architecture
  - Assessed and documented current landscape
    - Business processes
    - Technology
    - People
    - Security Controls (logical and physical)
    - Risk and Audit requirements

/TO-BE IAM Capability

The retail industry is one of those directly impacted by the 4th industrial revolution. Therefore our strategy took this in consideration with alignment to the client requirements. Trends in the digital Identity industry are also important particularly in the CIAM space. Privacy, consent and control, self-sovereign identity, customer experience, omni-channel are the hallmarks of a modern internet retailer. The diagram below shows identity types, touch points and the impact of the 4th industrial revolution on identity complexity.
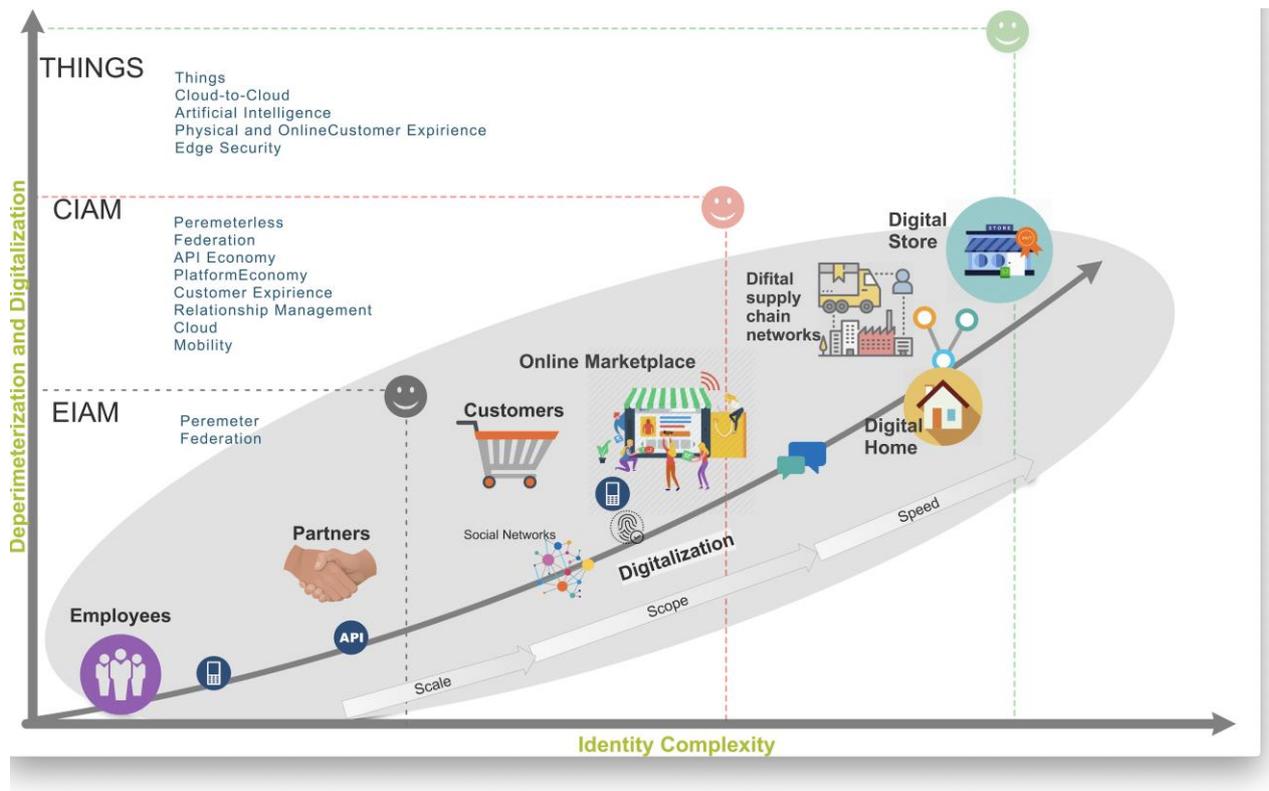
/Technology Assessment

We assessed several IAM platform vendors inline with the client technology stack and capability requirements. These included FOSS and Proprietary, SaaS, PaaS and on-prem solutions.