



## Deliver your digital strategy

### Executive summary

An identity and access management (IAM) solution has many touchpoints with other parts of the organisation. Therefore, an effective digital strategy requires an IAM solution that can be deeply embedded within the business. But every business is different; and no business will substantially change its ways of working to suit an IAM solution. Your IAM solution needs to adapt to your organisation, or else be side-lined by it. This paper discusses these issues, and how Able+ can fit within your organisation's unique landscape.

# Introduction

No business can afford to be without a digital strategy. It explains how it plans to acquire and use different digital capabilities to support the business' objectives.

An identity and access management (IAM) solution has many touchpoints with other parts of the organisation. Therefore, an effective digital strategy requires an IAM solution that can be deeply embedded within the business.

But no business will substantially change its ways of working to suit an IAM solution. It's therefore essential that the IAM solution can adapt to the organisation's prevailing policies, processes, and practices. Otherwise, the wider organisation will resort to less effective or less efficient ways of achieving their goals – or give up on them.

When selecting an IAM solution, therefore, resist a purely technical, feature-led approach. Instead, seek to understand the less malleable aspects of the organisation and consider how the IAM solution needs to adapt to those.

Don't allow the IAM solution to dictate your organisation's strategy.

## Key features to look for

When considering your choice of IAM solution, you should check that it has following features.



A fully managed service that offers extensibility



Choice of public cloud, hybrid, or private hosting



A modular architecture that scales transparently



Support for standard and proprietary authentication technologies



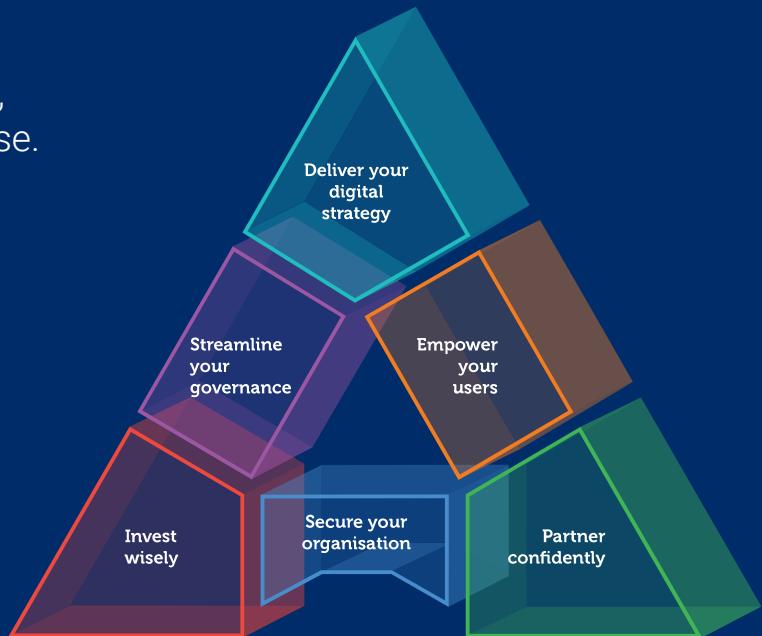
An API-centric architecture



A customisable user interface

Because every business' digital strategy is different, only you will be able to assess these features' relative priorities. For rest of this whitepaper, we'll discuss how Able+ delivers these.

Be aware, however, that this isn't a complete list of the features that you need to consider. This paper is one within a series that discusses our IAM Transformation Triangle, which provides a strategic framework that sets out the main issues for the decision-makers. Be sure to review those too, because they discuss other key features.



## Enjoy the benefits of a managed service, without losing your edge

Keeping on top of technology is costly. It can also divert resources from supporting the core business. That's why many organisations are migrating to managed service providers.

But some organisations are reluctant to switch because managed services are often "80 percent solutions", only able to meet the most common requirements. This makes it harder to innovate, eroding the organisation's competitiveness.

Able+ is a highly extensible platform that can adapt to your organisation's landscape. This means it can also deliver against the remaining "20 percent" that is unique to your organisation. This allows you to keep innovating.



## Maintain your choice of infrastructure, today and tomorrow

The choice and mix of infrastructure – public cloud, private, or hybrid – is a key part of an organisation's digital strategy.

But every organisation is different. And so it's no surprise that they often take divergent approaches to their infrastructure strategy. Not only that, the infrastructure landscape is constantly changing: what is appropriate today may require changing tomorrow.

Able+ is independent of the underlying choice of infrastructure. It will align to your organisation's infrastructure strategy, and not dictate it. It can switch between different types of infrastructure and even operate across a mix of infrastructure. This enables it to align with your infrastructure strategy as it evolves over time.



## Access the capability and capacity you need, when you need it.

All organisations will already have an IAM solution. These are often deeply embedded within the organisation's digital architecture, with interdependencies that can be difficult to unpick. As a result, migrating to another IAM solution can be a major project.

This creates resistance to change, and so the existing IAM solution persists beyond its useful lifetime. It eventually becomes an obstacle to other improvements across the digital estate, creating drag for the wider business.

Able+ overcomes this resistance by allowing its functionality to be tailored to your existing architecture. Its micro-services architecture allows features to be enabled when needed; and then scaled seamlessly to meet demand.



## Give your users more choice, without creating more complexity

You rarely have the luxury of choosing the applications you're expected to support. Some will be legacy applications that are indispensable to the organisation. And other parts of the business may also be procuring new applications. It's almost inevitable they will use different, incompatible authentication technologies.

Your procurement processes may require that applications are compatible with your IAM solution. But this can restrict choice for your users. Alternatively, users may unintentionally choose an incompatible application. It's possible that this can be fixed through development, but this would incur new unbudgeted costs.

Able+ supports all the authentication technologies that you'd expect from a modern IAM solution. And thanks to its extensibility, you can align your IAM solution to almost any proprietary technology.



## Avoid compromising between cost and control

The needs of your organisation are unique, but your budget is limited. You want the cost efficiencies of an off-the-shelf IAM solution; but you also like the control that comes with an in-house solution.

The decision to "build or buy" can be challenging. Key decision factors, such as your budget or the products available on the market, vary over time. And once you've committed to a direction, it can be difficult to change course.

Able+ is API-centric by design, thanks to its modern, micro-services architecture. This gives you programmatic access to the platform, so that your developers can easily extend the solution. This gives you the option to "buy" and then "build" where needed to innovate.



## Take control of the user experience

Organisations source their applications from a multitude of providers. Providers often allow some customisation of the user experience, but this can be limited.

As a result, users can experience inconsistencies between applications. This can tarnish the user journey by drawing attention to the seams across the organisation's provision. Given the heightened awareness of security, this can erode user trust. This is a critical issue for an IAM solution, where users are regularly required to engage in security-sensitive operations.

Able+ is designed using the latest web standards. This enables you to benefit from the investments that your organisation has made in establishing its brand.

## Enable your business

In this paper we have identified that an IAM solution is more than the sum of its technical parts. To deliver your digital strategy, the IAM solution must adapt to your business, and not try to dictate it. We have discussed the six key requirements for delivering your digital strategy that should be considered when selecting an IAM solution and explained how Able+ meets these. We hope that this will help you understand what you need in the context of your business.



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