

DATA SHEET

IDENTITY AND ACCESS MANAGEMENT

Achieve a best-in-class customer experience with a digital identity platform

When a customer engages with a business, it's crucial for them to feel recognised as an individual. Businesses must synchronise customer information across different systems and applications to create a single digital identity for every customer. Only then can they deliver an uninterrupted omnichannel customer experience that is seamless, smooth and secure.

When it comes to helping customers access the products and services they want, businesses are failing. Many Identity and Access Management (IAM) systems create complex and disjointed user journeys, which has led to 77% of British consumers viewing security measures as complex and unnecessary. **Compromised customer experiences are the outcome.**

Meanwhile, security and compliance have never been so high on the agenda. Standards like PSD2 and Open Banking mean businesses are obliged to protect their customers' data, including their digital identities. Despite this, between 80-90% of login attempts on retailer websites are from hackers using compromised credentials. There is an urgent need to secure customer-facing services and prevent unauthorised users from accessing internal systems.

Businesses trust Nasstar to manage their identity solutions. Working with our leading strategic partner ForgeRock, our services help achieve and maintain compliance, secure data and deliver simple and effective interactions that enable exceptional customer experiences.

BENEFITS OF NASSTAR'S IAM SERVICES:



Opportunity to know your customers better



Mitigation against insider threats and identity fraud



Reduce costs with the cloud hosting model



Make interactions with your organisation simple for customers and improve their experience

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Strategy and Planning

Take the first step towards business transformation by creating your customer IAM strategy. We work with our customers to develop the strategy and roadmap that truly addresses current and future business needs.



Consultancy

Our specialist knowledge and certified expertise enables you to find the best solution for your organisation. We have extensive IAM experience, working with industry-leading partners across a range of sectors.



Solution Delivery

We oversee the design and implementation of customer IAM solutions for authentication, authorisation and federation.



Cloud Hosting

Benefit from flexible, scalable and secure hosting available from the Cloud, while reducing CAPEX and OPEX charges.



Managed Services

Our fully managed service enables you to focus on your core business. Our ITIL v3, 24-7 support teams ensure your service is optimised for performance, compliance and security at all times.

Nasstar delivers successful Customer IAM programmes that enable best-in-class customer experiences through the use of ForgeRock's Digital Identity Platform.

Our proven track record of architecting, delivering and supporting ForgeRock implementations across sectors provides our customers with a partnership that reduces risk.

REQUEST A FREE CONSULTATION

If you would like to book a complimentary consultation or find out more, please contact enquiries@nasstar.com or call 0345 003 0000