



TTEC Digital Identity Management Assessment Offer

Strengthen security and streamline access across your organization with modern identity solutions.



TTEC Identity Management Assessment

TTEC Digital's Identity Management Assessment provides a thorough evaluation of your identity landscape to help modernize and secure access management through Microsoft Entra ID. Over a two-week engagement, our experts assess your current identity infrastructure, including on-premises Active Directory synchronization, Azure AD configuration, Conditional Access coverage, and identity governance practices such as PIM and access reviews.

We map user and device authentication flows, examine policy configurations, and identify misconfigurations or security gaps. Through stakeholder interviews and workshops, we align identity posture with business requirements and regulatory needs. Leveraging Microsoft's Zero Trust principles and best practices, we produce a comprehensive roadmap that includes enhancements to Conditional Access, multifactor authentication, identity protection, access governance, monitoring, and user experience improvements.



Comprehensive identity maturity scorecard



Audit of AD/Azure AD sync and Entra ID configuration



Identity governance review (PIM, access reviews)



Risk and remediation plan



Modernization roadmap with prioritized actions



Potential to be fully funded by Microsoft and TTEC



Accelerate Business Outcomes

Clear path to Zero Trust identity architecture

Improved compliance and reduced audit risk

Hardened identity security posture



Pain Points

- ✓ Inconsistent MFA or Conditional Access enforcement
- ✓ Identity breaches or compromised accounts
- ✓ Governance gaps and lack of access oversight
- ✓ Splintered identity tools with poor user experience



Qualification

- ✓ Are you using on-prem AD in sync with Azure AD?
- ✓ Do you enforce Conditional Access and MFA?
- ✓ Are you using PIM, access reviews, or Entitlement Management?
- ✓ Have you faced identity-related compliance or audit issues?



Outcomes

- ✓ Conditional Access and MFA policy review
- ✓ Hardened identity security posture
- ✓ Improved compliance and reduced audit risk
- ✓ Enhanced user experience and secure SSO
- ✓ Clear path to Zero Trust identity architecture



Project Cost:
\$10K – Eligible for TTEC and Microsoft funding

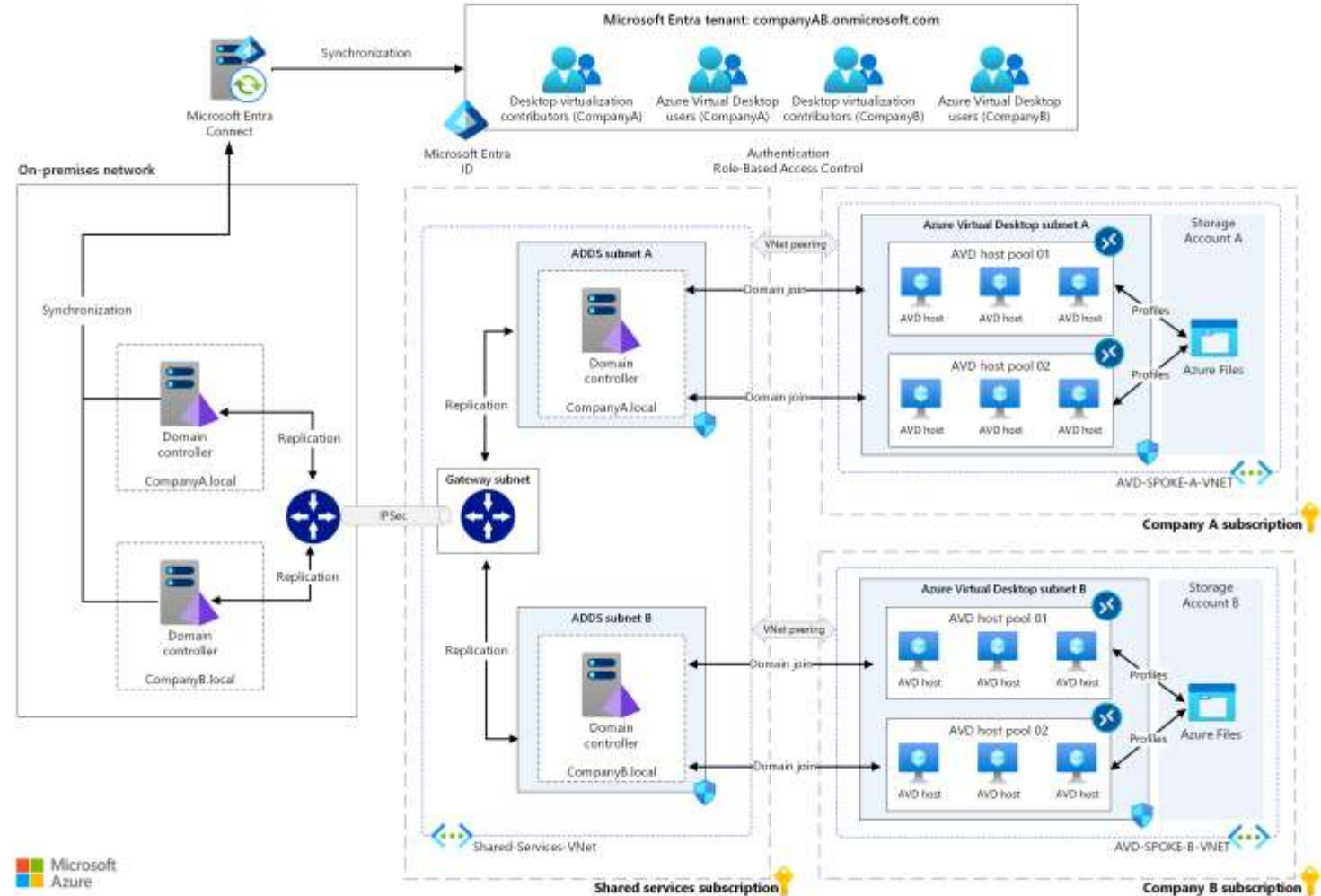


Project Timeline:
2 Weeks

Identity Management Assessment

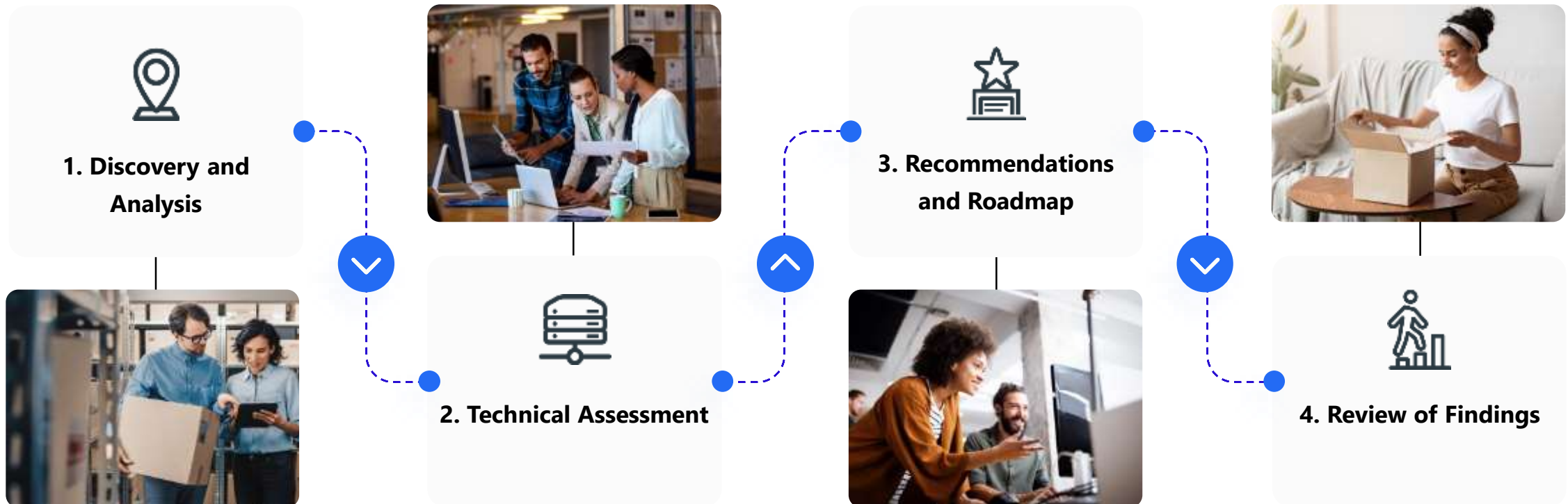


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Identity Management: Discovery to Findings – 2 Weeks





Identity Management Assessment Process

Discovery and Analysis

- Kickoff and Stakeholder Alignment
- Identity System Inventory
- Authentication & Access Mapping
- Policy and Governance Review
- Business and Compliance Requirements

Technical Assessment

- Configuration Audit
- Conditional Access Policy Assessment
- Identity Governance and Privilege Management:
- Security Posture Review
- Monitoring and Reporting

Recommendations and Roadmap

- Maturity Model and Risk Scoring
- Remediation Recommendations
- Architecture and Governance Design
- Phased Modernization Plan

Review of Findings

- Executive Summary Briefing
- Technical Deep Dive Session
- Deliverables Handoff
- Next Steps and Optional Services