



Trustworthy Identity Hub

Comprehensive Support for Microsoft-Based Identity Management Solutions

[Internal – For Your Organization]

Introducing nLyze® Identity Hub, a premier offering designed to provide your organization with unparalleled support for Microsoft-based Identity Management solutions, both on-premises (Microsoft Identity Manager) and in the cloud (Microsoft Entra). Our service is tailored to address the complex and recurring issues that surpass third-level support, as well as to provide emergency support during critical system outages and cybersecurity events

Benefits:

- **Enhance reliability:** Ensure the consistent performance and reliability of your identity management systems with expert support for complex issues and emergencies. Ai tools enhance reliability by providing predictive insights and proactive issue resolution, which customers can also access through our portal.
- **Minimize downtime:** Rapid response to system outages and critical failures, reducing the impact on your business operations. Ai-driven diagnostics help speed up recovery times, and customers can utilize these tools via our portal for their own benefit.
- **Streamlined operations:** Access specialized expertise to address recurring issues and optimize your identity management processes. Ai automates routine tasks and provides faster access to information, which customers can leverage through our portal to enhance their operations.
- **Seamless integration:** Comprehensive support for both on-premises and cloud-based identity management solutions, ensuring seamless integration and operation. Ai supports seamless integration with predictive analytics and real-time monitoring, which are also accessible to customers through our portal.

Key Features:

1. Expert Resolution for Complex Issues

Our dedicated team of identity management experts offers in-depth support for resolving recurring issues that go beyond traditional third-level support. Whether it's troubleshooting intricate configurations or addressing advanced integration challenges, we ensure your identity management systems operate seamlessly and efficiently. Additionally, we leverage AI to analyze and resolve issues more quickly, reducing costs and downtime. Through our portal, customers can access these AI tools to gain insights and streamline their identity management processes.

2. Emergency Support During Outages

In the event of unexpected system outages or critical failures, our emergency support service is available to provide immediate assistance. We prioritize rapid response and resolution to minimize downtime and ensure your systems are restored to full functionality as quickly as possible. Our AI-powered diagnostics and monitoring tools enable us to identify and address issues faster, ensuring a swift recovery. Customers can utilize these AI tools via our portal to enhance their own monitoring and response capabilities.

3. Comprehensive Support for Microsoft Identity Manager

For on-premises identity management, our service includes expert support for Microsoft Identity Manager. We assist with configuration management, policy enforcement, synchronization issues, and more, ensuring your on-premises identity infrastructure remains robust and reliable. Our AI tools help streamline these processes by providing faster access to critical information and automating routine tasks. These AI capabilities are available to customers through our portal, allowing them to enhance their own support practices.

4. Cloud Support for Microsoft Entra

As businesses increasingly move to the cloud, our support extends to Microsoft Entra, Microsoft's comprehensive identity and access management solution. We provide expert guidance and troubleshooting for cloud-based identity services, helping you maintain secure and efficient access management in the cloud. Our AI-enhanced support solutions reduce costs by optimizing cloud resource usage and accelerating issue resolution. Customers can take advantage of these AI tools through our portal to improve their cloud identity management operations.

5. Cybersecurity Operations and Security Event Response

In addition to our identity management services, we provide robust support for cybersecurity operations and security event response. Our team is equipped to handle security incidents, ensuring your systems are protected against threats and vulnerabilities. Our Ai tools help detect and respond to security events swiftly, minimizing potential damage and ensuring compliance with security protocols. Customers can leverage these Ai tools through our portal for enhanced cybersecurity management.

Trustworthy Identity Hub is ideal for businesses of all sizes looking to leverage Ai technology in support of their existing Microsoft Identity management systems, while maintaining high standards of trust, security, and compliance. Whether you're in finance, healthcare, retail, or any other industry, our platform provides the tools and support you need to unleash your Identity with the power of Ai.

As part of our commitment to ensuring a smooth and successful integration of nLyze® Trustworthy Identity Hub, we offer a comprehensive week of consulting services designed to prepare your organization for using our platform effectively. This consulting period is tailored to address your specific needs and to equip your team with the knowledge and tools necessary to maximize the benefits of our Identity services.

Day 1-2: Initial Assessment and Planning Our consulting journey begins with an in-depth assessment of your current infrastructure, Identity readiness, and specific business objectives. Our experts will work closely with your team to understand your unique requirements and challenges. Based on this assessment, we will develop a customized implementation plan that outlines the steps needed to integrate nLyze® Trustworthy Identity Hub seamlessly into your operations.

Day 3-4: Hands-On Training and Workshops The next phase involves hands-on training sessions and interactive workshops. Our consultants will provide detailed demonstrations of the platform's features and functionalities, ensuring your team is well-versed in using nLyze® Trustworthy Identity Hub. These sessions will cover key topics such as secure integration, model explainability, compliance frameworks, and real-time monitoring. By the end of this phase, your team will have a solid understanding of how to leverage the platform to achieve your Identity goals.

Day 5: Customization and Configuration With the foundational knowledge in place, our consultants will assist in customizing and configuring nLyze® Trustworthy Identity Hub to align with your specific use cases. This includes setting up security protocols, defining governance policies, and configuring monitoring tools. Our goal is to ensure that the platform is tailored to meet your organization's unique needs and that it integrates seamlessly with your existing systems.

Day 6-7: Final Review and Go-Live Support The final days of the consulting week are dedicated to a thorough review of the implementation and providing go-live support. Our consultants will conduct a comprehensive review to ensure everything is set up correctly and address any last-minute concerns or adjustments. We will also be on hand to provide support during the initial go-live phase, ensuring a smooth transition and immediate resolution of any issues that may arise.

By the end of this consulting week, your organization will be fully prepared to harness the power of nLyze® Trustworthy Identity Hub, with a clear understanding of how to use the platform effectively and confidently. Our goal is to empower your team to leverage Identity Ai responsibly and efficiently, driving innovation and achieving your business objectives.