unifytrust

unify AIM HIGHER

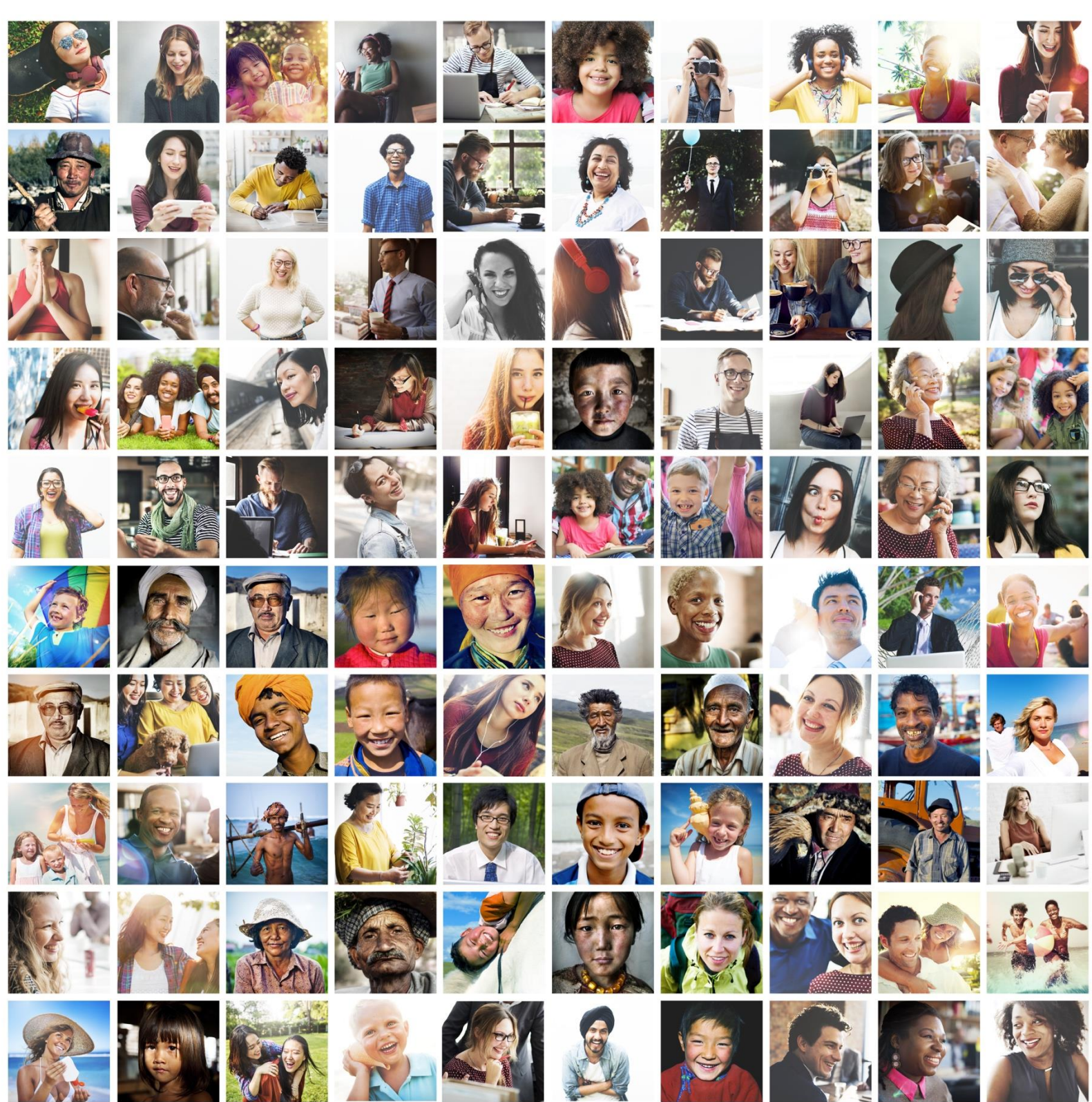# VISION

Enable Zero Trust in the government agency environment by providing seamless and secure access to their digital services by Citizens.

BUSINESS CONTEXT

Government agencies hope to improve efficiency, agility, and flexibility in providing services to Citizens through digital channels. Government agencies must invest in Citizen Identity and Access Management (CIAM), a critical enabler for Citizen's digital channel uptake. Some government agencies have encountered problems delivering Citizen Identity and Access Management solutions for their digital services. Government agencies may have been facing or have experienced the following business problems:

- Government Agencies have been spending high operational costs for network, storage, server, and application support management functions. Operation of existing Citizen Identity Access Management (CIAM) is expensive compared to the solutions offered by PaaS/SaaS providers.

- Custom solutions require significant development effort in customer experience enhancements and new functionality.

- Existing Citizen Identity Access Management (CIAM) capability requires a lot of planning, management, and coordination for platform upgrades, and sometimes platform capabilities must be purchased on extended support licenses.

- Government Agencies cannot respond rapidly to the evolving Citizen Identity and Security requirements, digital service needs, etc.

Government Agencies have been adapting an enterprise strategy of directing services to use 'cloud first' where appropriate to drive faster development and reduce upfront and ongoing operating costs.
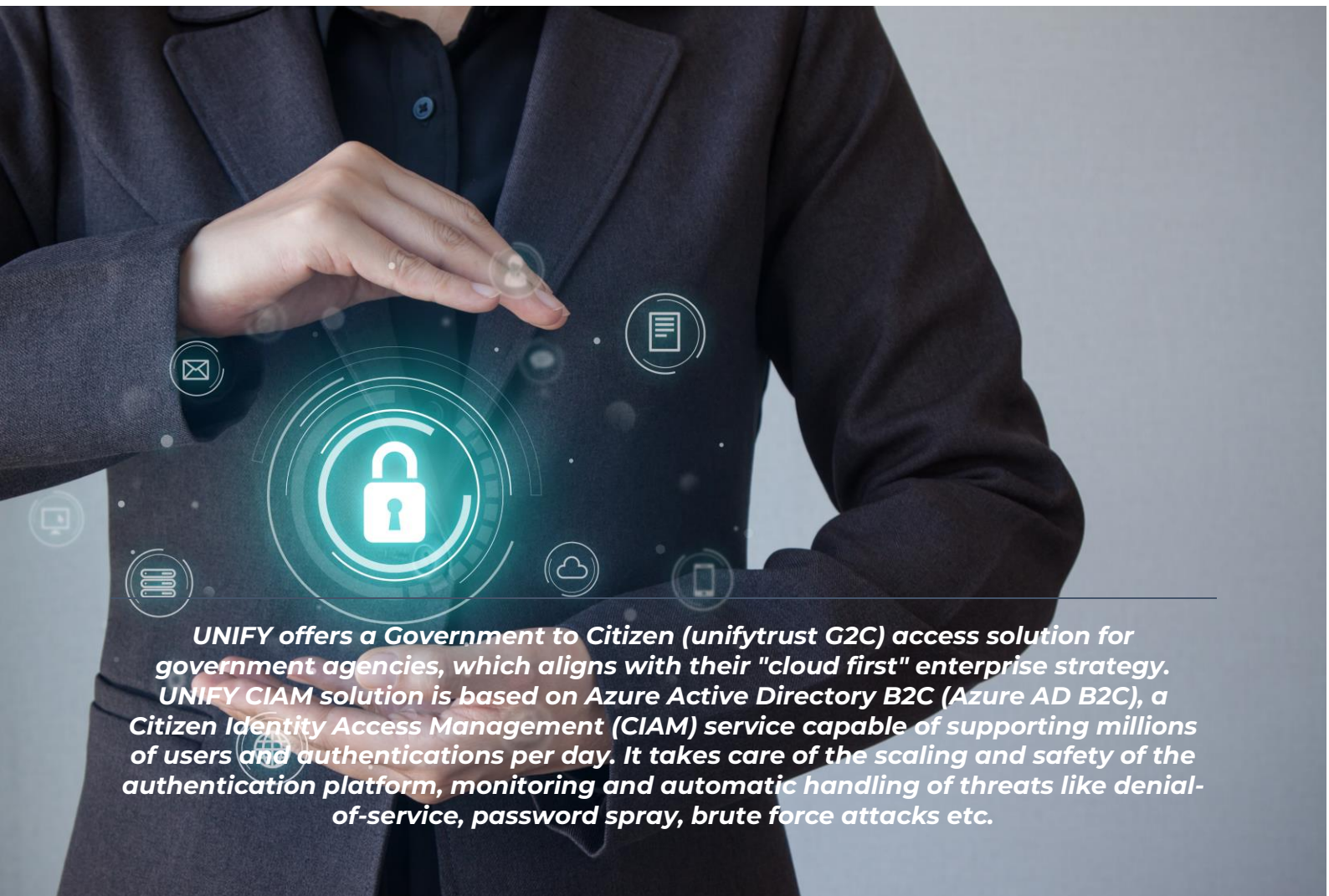
UNIFY offers a Government to Citizen (unifytrust G2C) access solution for government agencies, which aligns with their "cloud first" enterprise strategy. UNIFY CIAM solution is based on Azure Active Directory B2C (Azure AD B2C), a Citizen Identity Access Management (CIAM) service capable of supporting millions of users and authentications per day. It takes care of the scaling and safety of the authentication platform, monitoring and automatic handling of threats like denial-of-service, password spray, brute force attacks etc.

BUSINESS OUTCOMES

UNIFY Solutions will act as a **Trusted Strategic Partner** for government agencies in leading and supporting Citizen Identity and Access Management solutions and help in achieving their critical business outcomes:

Business Driver	Business Outcome(s)
Financial Sustainability Create a financially sustainable and well-defined business operating model for government agencies regarding their CIAM capability investments.	Government agencies optimised their cost to develop and operate CIAM capability by adapting the **unifytrust** G2C Access solution.
Future Proofing Meet the current and future needs of the Citizens.	Citizens seamlessly access digital services offered by government agencies. Continued reduction in effort and investment by government agencies to manage and support Citizen access in siloed digital services.
Digital Uptake Support digital channel uptake by Citizens.	Rapidly respond to digital service needs (i.e., authentication, access, multifactor authentication, risk-based authentication, etc.), enabling Citizens to access services digitally.
Operational Efficiency Strive for operational efficiency.	UNIFY Managed Support Services team is in place for supporting a **unifytrust** G2C Access solution.

UNIFYTRUST G2C ACCESS SOLUTION FEATURES

- Support for federation protocols SAMLv2.0, Open ID Connect and Auth2.0

- Support for local accounts, integration with social IdP such as Google, Linked In, Facebook

- Integration with enterprise IdPs such as Azure AD and other standards based IdPs

- Support for configuring password policies and seamless single sign-on

- Multifactor authentication support using username, password, SMS, TOTP based soft tokens, TOTP based hardware tokens and phone call

- Support for adaptive authentication requirements through IEF policies

- Just-in-time (JIT) user provisioning

- Integration with other directories through restful APIs

- Support for customising user interface, branding through configuration

- Self-service based registration, password reset, manage profile flows

- Support for mobile and web application integrations

- Fully managed services team supporting G2C Access solution.

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