

Identity Management Services from GCA



In today's fast-paced cybersecurity environment, your IT team is likely managing and maintaining a wide range of application and services - including Identity & Access Management (IAM) tools. IAM is a complex discipline, and your team may not have the time or the bandwidth to become IAM experts.

Ensure your identity program is optimized and proactively managed by leveraging our Identity Managed Services. We can provide ongoing management of your IAM program with our staff of seasoned experts. We offer you the brightest IAM consultants in the business and we're constantly learning the latest technology and techniques in our field. We use our collective intelligence to tackle your difficult identity problems head-on. Our experience extends to all of the best-of-breed IAM vendors; from Micro Focus (NetIQ) to SailPoint to Oracle and IBM.

FOUNDATION

- Level 3 Support
- Business Hours Support
- Analysis & Bug Fixes
- Application Monitoring
- Consulting & Guidance
- GCA Ticketing System

PREMIER

- Level 2 & 3 Support
- Extended Hours Support
- Analysis & Bug Fixes
- Application Monitoring
- Consulting & Guidance
- GCA Ticketing System
- Patches
- Standard Reporting

ENTERPRISE

- Level 2 & 3 Support
- 24x7 Support
- Analysis & Bug Fixes
- Application Monitoring
- Consulting & Guidance
- Client Ticketing System
- Patches
- Enhanced Reporting
- Adaptive Adjustments
- Dedicated Success Manager



We can design a managed services program tailored to your organization's unique needs. Contact us today for a complimentary consultation.

Phone: (888) 422-9786 | Email: sales@gca.net

As part of your managed services package, you'll receive numerous benefits.



ADVANCED SUPPORT TEAM

A dedicated group of IAM experts is on hand to troubleshoot and resolve your IAM challenges, including:

Full Tier III Support

We're here to help handle the most difficult or advanced problems.

Partial Tier II Support

We'll work proactively work with your Level Two teams to determine the impact of infrastructure changes to your identity program.

Root Cause Analysis

We'll determine exactly why anomalies are happening and develop a plan to fix them permanently.

Bug Fixes

We'll identify and quash bugs in your identity program.



OPERATIONAL MAINTAINENCE

We'll be by your side to keep applications playing together nicely and ensure your workflows are maintained.

Application Monitoring

We'll proactively monitor your identity program to prevent issues from occurring.

Adaptive Adjustments

As your business logic changes and evolves, we'll adjust your identity workflows accordingly.

Updates & Patches

We'll make sure you are enhancing your security and leveraging new features by keeping your identity program completely up-to-date.



KNOWLEDGE & REPORTING

Along with recurring reporting, constant communication and knowledge base, we also provide educated recommendations for you.

Dedicated Success Manager

Your dedicated project manager will ensure maximum success and drive your requests to resolution.

Enhanced Reporting

We'll provide you with advanced reporting on the health and usage of your identity program.

Consulting & Guidance

We'll provide expert advice on how to reduce impact while implementing changes.



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