

ActivIdentity Services Overview

Reduce risk. Enhance performance. Achieve efficiency.





Benefits

- Reduce project risk
- Meet project timelines and budget targets
- Improve productivity and maximize IT investment
- Leverage methodologies built on best practices and time-tested use cases
- Improve business agility
- Improve security
- Plan for present and future growth

Introduction

Although organizations invest a great deal of time, energy, and money in selecting the best security products for their needs, high-quality products alone do not guarantee a successful deployment. Proper implementation and management are equally important.

Given the growing complexity of security threats, regulatory compliance, organizational requirements, and technology itself, implementing and managing even the most basic strong authentication and credential management solutions can be quite challenging. At the same time, IT executives and professionals must boost productivity and increase business value, while controlling IT costs. It's not an easy balance to achieve.

The ActivIdentity™ commitment to reducing your business risk extends well beyond delivering comprehensive strong authentication and credential management solutions. ActivIdentity also offers a variety of services – from technology assessment to training and implementation to ongoing project assessment – to guide and support you.

ActivIdentity helps ensure the success of customer deployments by offering the following services:

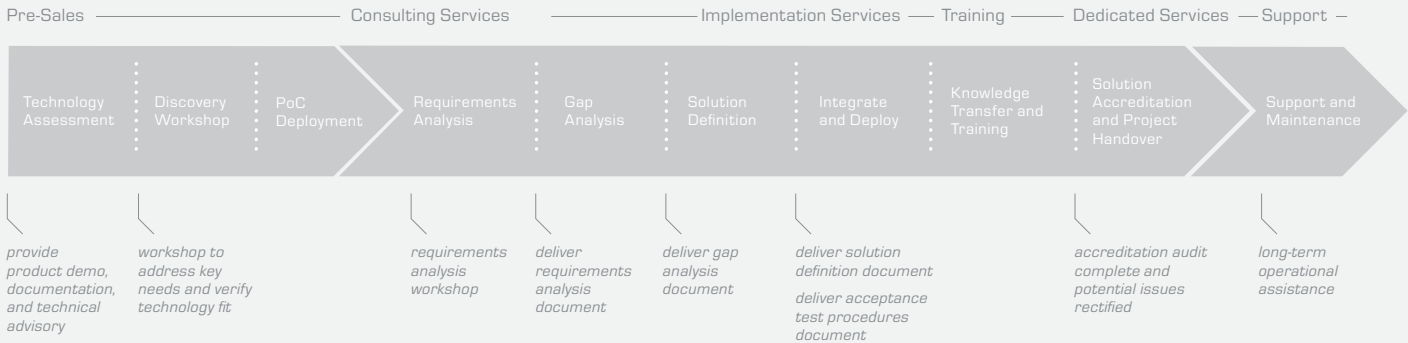
- ActivIdentity Consulting Services™ ensures that the deployment of ActivIdentity solutions meets your security, compliance, and vulnerability management needs while delivering the greatest return on investment.
- ActivIdentity Implementation Services™ helps you obtain the performance you expect from your investment.
- ActivIdentity Dedicated Services™ assists with ongoing operational risk control and change management of a deployed large-scale ActivIdentity solution.
- ActivIdentity Training Program™ helps your team learn quickly how to configure, administer, and optimize ActivIdentity Strong Authentication and Credential Management solutions in your network environment.

Consulting Services

To help ensure your project's success, ActivIdentity Consulting Services has developed the ActivIdentity Project Assurance™ methodology, which is based on more than two decades of experience in implementation of strong authentication and credential management projects.

The ActivIdentity Services Continuum: A Holistic Approach to Services

ActivIdentity takes an all-encompassing approach to the delivery of services. Accountability underpins the entire life cycle of service provision. Our services continuum illustrates how we can engage with you at any point to plan, implement, and support your strong authentication and credential management infrastructure.



The ActivIdentity Project Assurance methodology consists of the following main phases:

- **Requirements Analysis:** ActivIdentity Consulting Services conducts workshops to capture and analyze technical and business requirements.
- **Gap Analysis:** ActivIdentity Consulting Services analyzes requirements and priorities to identify potential gaps that must be mitigated in order to deliver the project according to stated requirements. Identified gaps may range from functional (e.g., missing product functionality) to non-functional (e.g., need for user training).
- **Solution Definition:** ActivIdentity Consulting Services uses the data collected during the requirements and gap analysis phases to define and document the end-to-end solution and outline what tasks are required to achieve it. The solution definition includes information such as the logical aspects of the solution, technical architecture, deployment methodology, work distribution, and process and workflow definitions.
- **Solution Accreditation:** The solution accreditation process is applied at the end of the project to verify that all stated requirements have been met. The accreditation process also ensures that the project conforms to ActivIdentity best practices and can be assured and supported by ActivIdentity – regardless of who implemented the solution.

Besides technical knowledge and experience, the ActivIdentity Project Assurance Service provides a complete project methodology delivered by dedicated project managers and based on industry best practices such as Project Management Institute – Project Management Body of Knowledge (PMI® – PMBOK®) and PProjects IN Controlled Environments (PRINCE2™). Incorporating lessons learned from previous ActivIdentity engagements, the finely tuned methodology meets the most complex deployment challenges.

Implementation Services

To maximize impact, minimize administration, and simplify deployment of an ActivIdentity Strong Authentication and Credential Management solution, ActivIdentity customers can work with the ActivIdentity Implementation Services team to leverage its security expertise and experience with end-to-end product deployments.

The ActivIdentity Implementation Services team works with your in-house project and operations teams to assist in the initial deployment, as well as integration between

Certification

- **Project Management Institute:** Project Management Body of Knowledge (PMI® – PMBOK®)
- **Project Management Institute:** PProjects IN Controlled Environments (PRINCE2™)
- Certified Information Systems Security Professional (CISSP®)

ActivIdentity products and third-party systems. The Implementation Services team also transfers knowledge and skills during test-environment installation and configuration of ActivIdentity Strong Authentication and Credential Management solutions.

The ActivIdentity Implementation Services team comprises dedicated solutions architects, technical consultants, and software engineers, who provide services around the world. The team works closely with the ActivIdentity engineering and product management organizations to gain unique product expertise and resolve problems quickly. Besides developing deep expertise in ActivIdentity products, the team stays proficient and up to date with all aspects of information systems security through certifications like Certified Information Systems Security Professional (CISSP) and strong relationships with third-party technology providers.

Dedicated Services

ActivIdentity Dedicated Services™ helps ensure your continued success by providing long-term dedicated onsite engagements. Dedicated Services offers Consultants to assist with the operational management of your ActivIdentity solutions on a day-to-day basis.

By providing ongoing expert consultancy, Dedicated Services Consultants expedite troubleshooting, help identify risk mitigation strategies during solution upgrades, and reduce training costs by minimizing the training needed for internal staff.

ActivIdentity Dedicated Services helps reduce your daily operational risks by delivering valuable lifecycle features and problem-solving services.

Training Program

The success of a strong authentication and credential management rollout depends not only on its technical implementation, but also on how well administrators, operators, and end users can leverage the system once it is up and running.

ActivIdentity offers a variety of hands-on training courses to teach your team how to properly operate, administer, extend, customize, support, and use ActivIdentity Strong Authentication and Credential Management solutions.

Whether delivered by training professionals at an ActivIdentity training center or in a custom, on-site class, ActivIdentity training courses help equip course participants with the knowledge they need to expedite deployment.

About ActivIdentity

ActivIdentity Corporation (NASDAQ: ACTI) is a global leader in strong authentication and credential management, providing solutions to confidently establish a person's identity when interacting digitally. For more than two decades the company's experience has been leveraged by security-minded organizations in large-scale deployments such as the U.S. Department of Defense, Nissan, and Saudi Aramco. The company's customers have issued more than 100 million credentials, securing the holder's digital identity.

Americas +1 510.574.0100
US Federal +1 571.522.1000
Europe +33 (0) 1.42.04.84.00
Asia Pacific +61 (0) 2.6208.4888
Email info@actividentity.com
Web www.actividentity.com