



FACT SHEET

ICY SECURITY OPERATIONAL SUPPORT

# Outsource your entire IAM operations

**ICY**  
Security

# Outsource your entire IAM operations

*More and more companies struggle to maintain and develop their application landscapes, including Identity Access Management applications. ICY Security Operational Support is a managed service designed to take away the pain of not having sufficient focus or resources to operate your IAM platform internally. By outsourcing your IAM operations you will avoid operational issues due to poor maintenance of your applications.*

## **CHALLENGE**

Implementation of new security application demands proper monitoring, maintenance and development, yet IT security departments have loads of other urgent tasks in their backlog and tend to focus on day-to-day operations and reactive incident handling. Moreover, IT departments often struggle to hire, train and retain employees with skills required to properly manage highly specialized IAM platforms. As a result, IAM applications often end up not delivering the business value they were intended to.

## **SOLUTION**

When choosing ICY Security Operational Support for your IAM applications,

you will have our experts monitor, support and manage your platforms 24/7. Our proven methodology and best practices allow you to reap the entire range of benefits from your IT security investment. ICY Security will take care of everything while your IT department remains free to focus on other areas that will help you move your business forward.

## **BENEFITS**

By introducing ICY Operational Support in your organization, you will not only significantly increase protection of digital identities across your organization, it will also keep cost transparent at a fixed monthly rate. Incidents are charged on a time/material principle.

Maintaining and developing IAM applications is a complex and constantly evolving task and would require you to build an in-house IAM skill center.

Finally, ICY Security offers a local Service Desk with Danish speaking specialists, which decreases lead time and time-to-fix significantly.



Identified benefits of using a managed service\*:

- Saves time
- Reduces downtime
- Improves revenues and savings
- Enhanced cyber-security defence

*\*Intelligent Technical Solutions: How to determine the ROI of your Managed IT Services, by Mark Sheldon Villanueva, 20th August 2021*

In summary, ICY Operational Support will offer the following benefits to your organization:

- Reduce unplanned downtime of your IAM application
- Save time by avoiding reading through release notes trying to stay up-to-date
- Have specialists monitoring and responding to incidents
- 24/7 proactive monitoring of your IGA application, making sure it remains healthy

#### **IMPLEMENTATION**

Once you sign up for the ICY Operational Support service, our onboarding process will be initiated. This covers installation of the required data collection agents, enabling your access to our ServiceDesk and a few additional steps. **The whole process takes 2-3 working days**, and once it is completed, you will be able to fully benefit from the service. Tasks on your side are reduced to delivering remote access

for the installation of agents and any potential firewall changes.

#### **TARGET GROUP**

Outsourcing IAM maintenance and development is relevant for all types of companies. It applies to all IAM solutions, whether they are IGA, AM, PAM or the like, and covers solutions from all vendors. ICY Security can operate any supported application whether it was originally implemented by the vendor, by ICY Security or by the company itself.

#### **COST**

The ICY Operational Support service is billed by number of servers. Incident handling and change requests are invoiced on a time/material basis. Please contact us for specific price offer.

#### **MORE INFORMATION**

If you want to know more about ICY Security Operational Support, feel free to contact

[info@icysecurity.dk](mailto:info@icysecurity.dk)



The average cost of  
a cyber attack on  
businesses was

**\$2.08 million**  
per company

Source: Cost of Data Breach, IBM, 2022

## Contact

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