

## Solution Services

# Customer Identity Management



Today's consumers demand a convenient, frictionless experience across multiple digital touchpoints, including email, social media, online chat, and ecommerce sites. They also expect a secure environment, particularly for sensitive transactions.

Often, though, an organization's interactions with its customers involve separate systems with varying authentication capabilities and user interfaces that make the user experience anything but seamless. These environments are frequently vulnerable to cyberattacks and lack the flexibility needed for innovation.

Balancing convenience, security, and innovation for customer interactions is critical and requires a customer identity access management (IAM) strategy designed with these goals in mind.

Tevora has deep customer IAM expertise that can help you assess, plan, build, and run an IAM solution that provides a frictionless customer experience with rock-solid security and the flexibility you need to innovate.

## How Tevora Maximizes Customer Success

### 1. Assess

- Conduct a discovery assessment to gain an understanding of the organization's unique business and technology needs, customer use cases, and infrastructure

### 2. Plan

- Based on the assessment findings, create a customer IAM plan that:
  - Defines current and future risks and requirements
  - Establishes a prioritized approach to risk mitigation and identifies potential pitfalls
  - Outlines the project timeline
  - Details how the solution will be managed and maintained after implementation

### 3. Build

- Deploy the customer IAM solution within the environment according to the approved plan
- Use the Tevora mature project management office to ensure:
  - A robust implementation process
  - Accurate project reporting
  - Regular reporting to stakeholders

### 4. Run

- Thoroughly test the customer IAM within a testing environment to confirm it meets performance and security expectations
- Launch in production environment
- Confirm that processes and resources are in place to assure long-term success in a complex and changing threat environment

## Our Purpose

*To protect the world from cyberthreats.*

*Insightful Advice  
Expert Resource  
Confident Delivery*

## About Us

Founded in 2003, Tevora is a specialized management consultancy focused on cybersecurity, risk, and compliance services. Based in Irvine, CA, our experienced consultants are devoted to supporting the CISO in protecting their organization's digital assets. We make it our responsibility to ensure the CISO has the tools and guidance they need to build their departments, so they can prevent and respond to daily threats.

Our expert advisors take the time to learn about each organization's unique pressures and challenges, so we can help identify and execute the best solutions for each case. We take a hands-on approach to each new partnership, and—year after year—apply our cumulative learnings to continually strengthen the company's digital defenses.

Go forward.  
We've got your back.



## Managing the Complexities of Identity

The stakes are high. With 81% of hacking-related attacks involving stolen or weak credentials<sup>1</sup>, you *must* be able to verify each user's identity. But managing your customers' authorized access and their data across disparate touchpoints can be complex. More touchpoints often means more security tools, and possibly multiple identities for a single user. That's why organizations around the globe rely on Tevora for effective customer IAM solutions. We can help ensure that your customer experiences are positive *and* safe.

## Mastering the Art of Balance

Today's digital landscape is competitive, which means you must continuously strive to develop innovative and seamless experiences for your customers. But that doesn't mean sacrificing security.

Tevora's experienced Security Solution engineers and architects apply their deep expertise in customer IAM to help you assess, develop, and implement the foundational processes and infrastructure that will protect access to your systems without infringing on your customers' experience. With Tevora's help, your customer IAM environment will place innovation, convenience, and security neatly into balance.



1 - <https://enterprise.verizon.com/resources/reports/dbir>

