

Secure Digital Experience with Simeio's Customer Identity & Access Management

KEY FEATURES

- » User Registration
- » User Self Service
- » Authentication
- » Multi-Factor Authentication
- » Adaptive Authentication
- » Authorization
- » Single Sign-On
- » Outbound Provisioning
- » External Identity Consumption
- » Consent Management
- » Delegated Administration
- » Application Self-Service
- » Progressive Profiling
- » Identity Proofing
- » Identity Intelligence

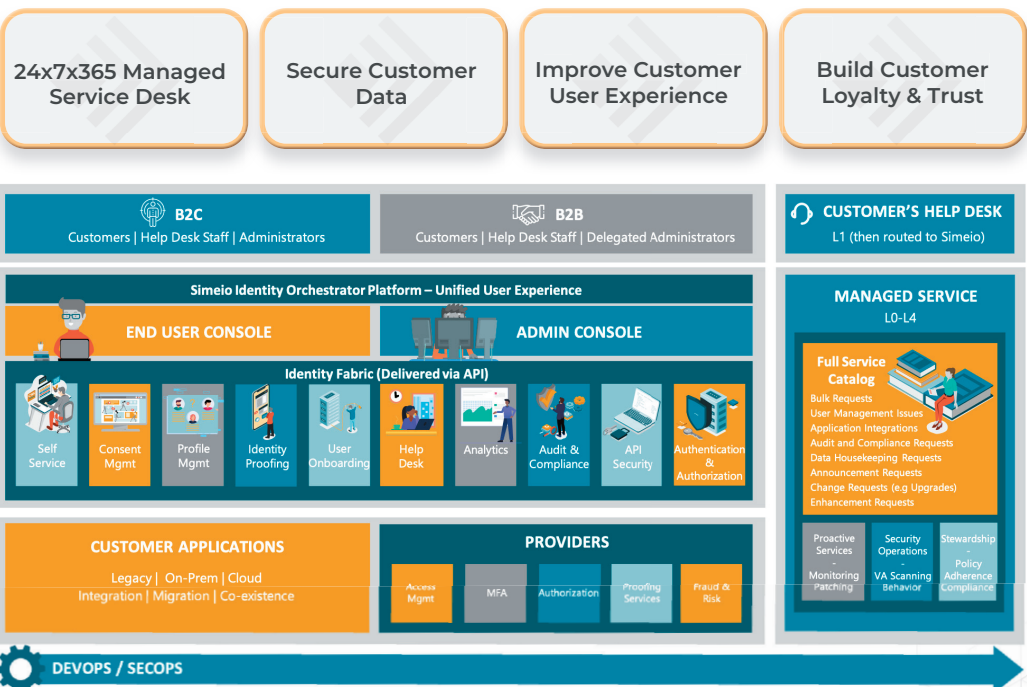
INDUSTRY LEADING CERTIFICATIONS



DEPENDABLE QUICKSTARTS

Simeio CIAM MSSP is best deployed with the CIAM MSSP Quick start package. This package provides assessment, customization and integration services to get immediate value out of setting up Simeio CIAM MSSP.

Our **Customer Identity and Access Management (CIAM)** offering is a modern, ready-to-use, managed service on the **Simeio Identity Orchestrator (IO) platform**. With the Simeio IO platform, CIAM is enabled through a single platform regardless of the complexity or diversity of the underlying technologies. Managed CIAM ensures a *seamless, integrated, and secured* way to protect your customer data with many advantages.



REVOLUTIONIZE CIAM WITH SIMEIO'S IO PLATFORM & SOC

Simeio IO



Simeio SOC



CUSTOMER BENEFITS



Minimized need for support tickets

by enabling intuitive customer self-service features.



New features introduced on a regular basis and allow flexibility of adoption



Supports multiple modern identity federation protocols, enabling Single Sign-On while integrating applications.



In-depth testing of CIAM MSSP

offering reduces additional cost and deployment time.

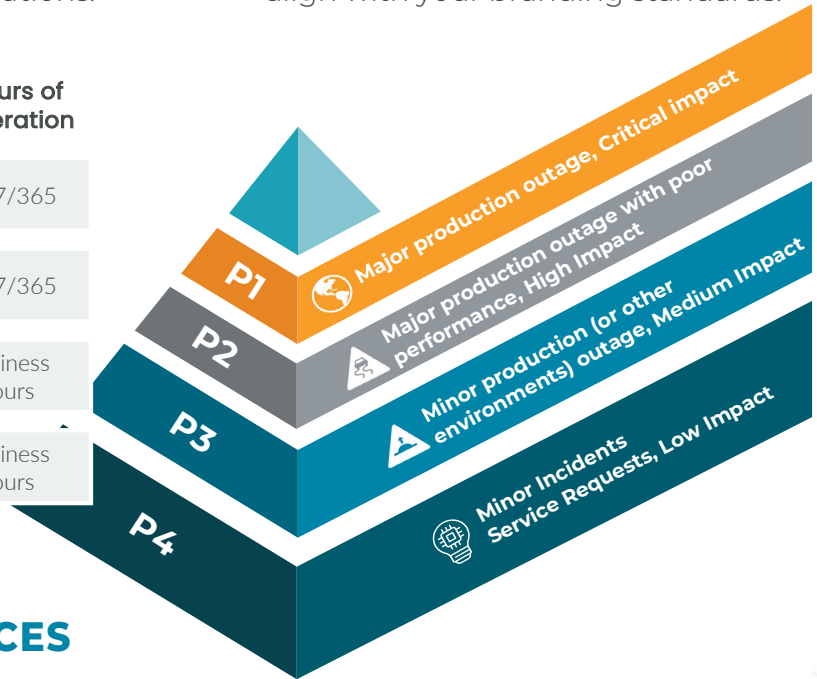


Pre-built application integrations with the ability to onboard additional applications.



Customizable look and feel, workflows, email templates and data models, to align with your branding standards.

	Initial Response Time	Intended Resolution Time	Hours of Operation
P1 Critical	15 mins	4 hrs	24/7/365
P2 High	1 hr	12 hrs	24/7/365
P3 Medium	8 business hours	48 business hours	Business hours
P4 Low	Case-by-case	Case-by-case	Business hours



MANAGED IDENTITY SERVICES

Service	Support Level
Service Availability	99.99%
Support Availability	24/7/365
Identity SOC	24/7/365
Incident Reporting	Customer Portal Toll-free Number
Support Team	Staffed by Identity Experts
Program Governance	Monthly Program Review: <ul style="list-style-type: none">• SLA Achievement• Issue Prioritization Quarterly Business Review: <ul style="list-style-type: none">• Roadmaps and RFE Intake• Review Released Features
Service Management	Operations Dashboard Monitoring Dashboard Availability & Performance Status SLA Dashboard
Risk & Compliance	Vulnerability Management Patching Version Upgrades Security Policies

ENVIRONMENTS

Simeio CIAM comes standard with the following 3 environments:

Test

Staging

Production

- » Redundant instances
- » Auto-scaling, Self-Healing
- » Blue/Green Upgrade Capability
- » Licensed user limit