Digital Transformation for a State Information Technology Department

Enabling MFA, SSO, and Ping Solutions with Simeio IO

Industry: State Department | **Size:** 1k-2.5k | **Annual Revenue:** $1 BN - $5 BN | **Service Area:** North America

THE CHALLENGE:
Outdated and Overburdened Architecture

A state government's technology department needed a secure and scalable identity solution to support agencies, local governments, and educational institutions.

Their existing IAM platform mixed internal state users with external citizens, leading to security risks and inefficiencies. As the user base grew, the system became unstable, making it difficult to support new applications or implement critical security features like multi-factor authentication (MFA). Internal modernization efforts faced setbacks, leaving the agency with an outdated platform that couldn't meet evolving demands.

Simeio Competitive Edge

TThe client needed a trusted partner with the expertise to modernize and maintain their IAM platform. Lacking internal resources to rebuild or support the system, they initiated a request for proposal (RFP) to find a more capable solution.

Simeio stood out by demonstrating deep IAM expertise and the ability to deliver a secure, scalable citizen-facing identity solution. By leveraging leading IAM platforms like Ping and integrating with Simeio IO, Simeio successfully met the client's complex requirements, ensuring a seamless and secure user experience.

Comprehensive Solution

After an initial advisory and assessment phase, Simeio implemented a modern, scalable IAM solution tailored to the client's needs. Partnering with Ping Identity, Simeio deployed Ping Federate, Ping Directory, Ping Data Sync, and Ping One to create a secure and seamless identity platform.

To enhance security and user experience, Simeio Identity Orchestrator (IO) was integrated, allowing citizens to access all services through Single Sign-On (SSO) while supporting various Multi-Factor Authentication (MFA) options for risk-based authentication and adaptive access controls.

Simeio migrated existing identities and applications to the new IO platform while ensuring it could coexist with legacy systems during the transition, minimizing disruptions to regular workflows. By leveraging Ping Data Sync, Simeio securely synchronized existing systems with new directory servers, ensuring a smooth and secure migration.

With Digital Identity Management, Professional Services, and Advisory & Assessment, Simeio delivered a future-ready IAM solution that strengthened security, improved user experience, and provided a scalable foundation for growth.

Transformative Results

1.5MN
Identities Migrated at Launch

700K+
Total Users Registered Since Go-live

85
Applications Migrated or Onboarded