

## ITMC IDM365

ITMC, a Danish vendor, delivers a comprehensive solution for Identity Provisioning and Access Governance with its IDM365 product. The product works in a task-centric way with a modern UI, backed by ITMC's long experience in implementing IAM&IAG in an efficient way.



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#71,185 Advisory Note Redefining Access Governance

#70,839 Advisory Note Identity & Access Management/Governance Blueprint

## 1 Introduction

Danish company ITMC is a software vendor that was founded by a number of persons with deep backgrounds in IAM system integration. Their product, IDM365, focuses on simplifying both deployment and use of IAM and IAG (identity and Access Management/Governance) infrastructures, particularly by delivering a strong set of out-of-the-box concepts and processes combined with a modern UI, thus reducing the need for long-running and costly implementation projects. With its current feature set, the product fits well into the Identity Provisioning and Access Governance market segments.

Identity Provisioning still is one of the main segments in IAM/IAG, allowing customers to automate changes in target systems, based on request & approval workflows and connectors to these systems. Even while it is rare for all target systems to be connected directly, Identity Provisioning helps in automating changes for systems with a large number of managed identities as well as in setting up a standard process for identity lifecycles and coarse-grained access management for systems. Such a standardized, traceable process is mandatory for high risk systems.

Access Governance, on the other hand, adds the governance level, including analysis, recertification, and related capabilities. Even while a good process might be in place, there remains the risk of mistakes such as forgetting to revoke access entitlements that are no longer required. Here is where Access Governance comes into play.

Both capabilities are indispensable elements for an IAM/IAG infrastructure. IDM365 provides an integrated solution covering everything from the basic Identity Provisioning workflows to policy-based access management and access reviews.

While the company has a background in a number of industries, there is no particular industry focus in the product and the standard concepts implemented therein.

## 2 Product Description

IDM365 is an integrated solution covering both Identity Provisioning and Access Governance. A primary focus is on integrating business users into the IAM/IAG processes, such as access requests, approval, and recertification of access. This is in sync with the overall evolution of IAM/IAG from a technical discipline to one that enables businesses to manage the entitlements of their users, internal and external ones, while meeting ever-growing regulatory requirements.

The product encompasses a modern, task-oriented UI that is very intuitive to use, which can be customized and extended. A unique feature is the integrated video tutorials for certain functions, in sum over 40 videos. On request, ITMC delivers translations into languages other than English. Additionally, there is task-centric background information available, making it easy for users to start with the product. The UI also provides self-service capabilities, allowing, e.g., business users to request access for other users or to on-board or off-board external users.

Based on the UI, all common features of Identity Provisioning and Access Governance are available. In the background, there are rule-based workflows that also can be adapted to the customer's requirements.

Access can be managed based on roles and job functions, but also by requesting access to certain resources. Roles can be derived from existing information such as SAP data, Microsoft Dynamics, and other systems. However, roles also can be defined manually, if a top-down approach – which KuppingerCole clearly favors – is in place. A shortcoming (which is also found in a number of other products in this area) is that there are no standard processes for approving role creation and changes. However, such workflows can be implemented as part of customization. In general, supporting approval workflows at all levels is part of the concept. Furthermore, the product also supports definition of SoD rules with a high degree of flexibility of enforcement, i.e. allowing to both mandatorily enforce these and restrict access or allow access under defined compensatory controls.

Both accounts and access for particular entitlements can be limited for a defined period. That allows for better control of access of external users, but also for access to critical resources. Another interesting feature in that context is scheduled on- and off-boarding of users. Furthermore, the system supports standard features such as “Deputy Management” (i.e., Delegation) for handing over tasks to other users in a controlled way.

Also worth mentioning are some of the additional tools, which are available as part of the product. The User Data Cleanup tool allows analyzing existing data before setting up the IDM365 infrastructure and connecting systems, e.g. for identifying orphaned accounts. The Data Organize tool supports organization of cleansed data to start role and job function modeling.

Aside from the common recertification tasks, there are a number of reporting capabilities. IDM365 provides a variety of capabilities in that area, from a complete audit trail to integrated business intelligence capabilities up to tailored automated documentation for specific regulations such as SOX, CoBIT, and others. As usual, reports can be customized as required.

When looking at deployment, the IDM365 server infrastructure looks quite complex at first sight. There are six dedicated server roles required. However, in virtualized environments it isn't that complex to set up such backend infrastructures. The product runs on Windows, as many of today's IAM products do. The front end layer is clearly segregated and can be customized individually. The GUI uses web services to access a unified data store which builds the integration layer to the backend infrastructure.

On the other end, a number of systems are supported out-of-the-box. This includes the common backend systems such as Microsoft Active Directory and other Microsoft server products, but also SAP BI and other SAP systems, Oracle databases, and other systems. While the list of connectors is still relatively small compared to other vendors in that market, the conceptual approach allows for rapid integration with backend systems. Furthermore, beside the role-based access controls (RBAC) concepts mentioned above, IDM365 also allows for deeper integration and support for ABAC (attribute-based access control).

ITMC also offers further integration, e.g. to mobile device management environments and other platforms on demand. An ITSM (IT Service Management) style service catalogue is already available as part of the product offering.

### 3 Strengths and Challenges

Overall, IDM365 is a well thought-out offering in the Identity Provisioning and Access Governance market with an intuitive, leading-edge user interface (UI) design. Also convincing are the conceptual approaches for IAM/IAG, focusing on integration of business users and self-service. The product shines with a number of other features such as integrated data cleansing capabilities, integrated learning videos for end users, and automated creation of documentation for certain regulations.

It is very obvious that the product has been created by an experienced team of IAM professionals with strong expertise in real-world deployments of IAM solutions – the sum of well thought-out concepts is convincing.

While this strong conceptual approach provides a clear benefit for most customers, some might struggle with these concepts. However, on one hand the product is quite flexible in customization and on the other hand, sometimes there is over-customization – following a strong standard approach commonly is beneficial to most customers.

Among the shortcomings of the product is the still rather small number of connectors. Many customers will expect more out-of-the-box connectors including support for common cloud services. While they APIs for interfacing with IDM365 are exposed, there is an obvious need for adding more standard connectors.

Another challenge is the fact that ITMC still is a quite small vendor with a relatively small partner ecosystem. This is another area in which the company has to invest: Building a partner ecosystem on global scale.

Strengths	Challenges
<ul style="list-style-type: none"> <li>● Modern, intuitive UI for access by business users, supporting a high degree of self-services</li> <li>● Support for standard processes and concepts of IAM/IAG, allowing for rapid deployment and reduced project risks</li> <li>● Support for RBAC and ABAC; roles and job functions supported for granting access</li> <li>● Flexible assignment of entitlements, time-restricted entitlements and accounts</li> <li>● Strong reporting capabilities, including automated reporting to regulatory compliance requirements</li> </ul>	<ul style="list-style-type: none"> <li>● Small number of out-of-the-box connectors, but support for a number of important systems and well-documented APIs</li> <li>● Still a small vendor with a rather small partner ecosystem, no global scale yet</li> <li>● Only available on Windows platform, requires a number of servers</li> </ul>

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