Expert Services for IdentityNow: Experience When You Need It

SailPoint Expert Services are available to help with both implementation tasks and ongoing mentoring of SailPoint IdentityNow. The Expert Services team consists of highly skilled consultants with a wealth of field experience and solution-specific technical depth that they can apply to address your unique IT and business issues. They can be remote staff and serve a flexible schedule based on your company's particular circumstances and needs.

With SailPoint Expert Services, you can count on our extensive, solution-specific experience to complement internal teams' knowledge and provide valuable guidance at any project stage. The consultants on our team are dedicated to providing experienced guidance before, during and after your SailPoint implementation.
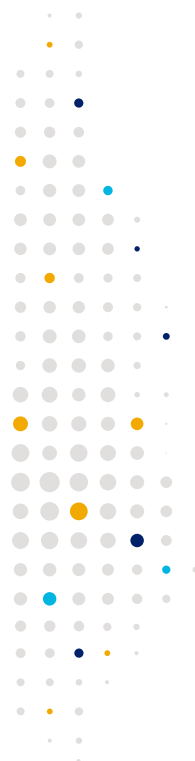
An Efficient, Effective Alternative for IT Staffing

Key benefits of SailPoint Expert Services include:

- Efficient, cost-effective staffing for short-notice or quick-turn projects
- Shared resource model that allows you to buy only as much expert help as you need, rather than investing in a full-time employee
- Ability to leverage SailPoint's virtual center of excellence across multiple disciplines – from development to infrastructure to performance and modeling
- Increased productivity of existing in-house IT staff
- No need for multiple scopes of work
- Elimination of development roadblocks that can result from not having access to a broad range of expertise

Expert Services Engagement Offerings

Whether you just need to beef up resources on the front end to get a new SailPoint solution in place, or you're looking for ongoing post-implementation administration, SailPoint Expert Services can help. Choose a flexible remote staffing offering for configuration, implementation tasks and knowledge transfer for short duration projects. Our expert SailPoint resources help on an as-needed basis from a pool of 40 hours that may be used over the course of one year.

IMPLEMENTATION ASSISTANCE

Source onboarding	The Expert Services team can help with everything from basic configuration to complete creation and customization of correlation and transform rules.
SSO application configuration	Assistance configuring SAML applications and password replay automation scripts providing one-click access to hundreds of applications and no passwords to remember.
Role modeling	Expert assistance is available for role modeling as well as specific role configuration.
Expert review	Specialized expertise in SailPoint technology enables Expert Services to assist internal teams by providing overall project reviews as well as detailed configuration and documentation reviews.
UAT preparation	The team can provide pre-deployment and mid-project assessment then advise on UAT to ensure the project meets business requirements and captures feature requests.

ONGOING PROGRAM ADMINISTRATION AND CONFIGURATION

Custom reporting	The ability to customize reports is available for ongoing administration activities, not just for initial implementation. IdentityNow API flexibility allows for creating reports not available in the user interface.
Mentoring and custom training	Knowledge transfer to internal teams better equips them to handle post implementation administration, maintenance and operational mentoring.
Best practices	The Expert Services team provides specific best practices for optimal solutions.
Rule creation and fine-tuning	From correlation rules to data analysis to complex logic assistance, Expert Services can help fine-tune your IdentityNow configuration so your identities and access certification data are accurate.
Virtual Appliance replacement	Whether adding to VA clusters in production or sandbox, we can help get VAs up and running in your IdentityNow instance.

SAILPOINT: THE POWER OF IDENTITY™

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SailPoint, the leader in enterprise identity management, brings the Power of Identity to customers around the world. SailPoint's open identity platform gives organizations the power to enter new markets, scale their workforces, embrace new technologies, innovate faster and compete on a global basis. As both an industry pioneer and market leader in identity governance, SailPoint delivers security, operational efficiency and compliance to enterprises with complex IT environments. SailPoint's customers are among the world's largest companies in virtually every industry, including: 9 of the top banks, 7 of the top retail brands, 6 of the top healthcare providers, 6 of the top property and casualty insurance providers, and 6 of the top pharmaceutical companies.