Expert Services:

Experienced guidance and technical strength when you need it

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

With SailPoint Expert Services, companies 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, 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 configuration to infrastructure to performance and modeling
- Increased productivity of existing in-house IT staff
- No need for multiple scopes of work
- Elimination of 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, or you want help with long-term performance management – or all of the above – SailPoint Expert Services can help. Choose from three engagement offerings across the project lifecycle:

Implementation assistance

Application onboarding	From basic configuration to provision of complex rules, our team can help.
Customer specific configuration and reporting	Provision of customer specific of reports to extend reporting beyond out-of-the-box capabilities.
Role modeling	Expert assistance is available for role mining, modeling and configuration.
Risk/SOD issues	With extensive experience in addressing risk and compliance issues, we can advise on configuring solutions to meet separation-of-duties requirements.
Expert review	Specialized expertise enables us to assist internal teams by providing overall project reviews as well as detailed configuration and documentation reviews.

Ongoing program administration and configuration

Product version upgrades	Ensure that version upgrades go as smoothly as possible, with our planning and preparation, configuration and ongoing patch installation services.
Custom development and reporting	The ability to configure workflows, rules and reports is available for ongoing administration activities, not just for initial implementation.
Mentoring and custom training	Knowledge transfer to internal teams better equips them to handle post-implementation administration and maintenance.

Performance management

Best practices	We provide best practices for long-term optimal solution performance.
Tools	The team identifies and suggests network and infrastructure monitoring tools to detect issues before they create problems.
Benchmarks	The SailPoint Performance Toolkit enables establishment and maintenance of regular iteration benchmarks.
Analysis	SailPoint consultants have expertise across a variety of technology areas, and can offer expert assessment and analysis services across the spectrum of your implementation.
Adjustment	We leverage tuning methods to perform configuration changes in cache tuning, object behavior and infrastructure alterations.
Planning and recommendations	The team can provide pre-deployment or mid-project assessment, advise on capacity and concurrency planning and develop a cogent rationale for how and where system performance can be improved.

About SailPoint

SailPoint is the leading provider of identity security for the modern enterprise. Enterprise security starts and ends with identities and their access, yet the ability to manage and secure identities today has moved well beyond human capacity. Using a foundation of artificial intelligence and machine learning, the SailPoint Identity Security Platform delivers the right level of access to the right identities and resources at the right time—matching the scale, velocity, and environmental needs of today's cloud-oriented enterprise. Our intelligent, autonomous, and integrated solutions put identity security at the core of digital business operations, enabling even the most complex organizations across the globe to build a security foundation capable of defending against today's most pressing threats.

sailpoint.com

DS1045-2301