

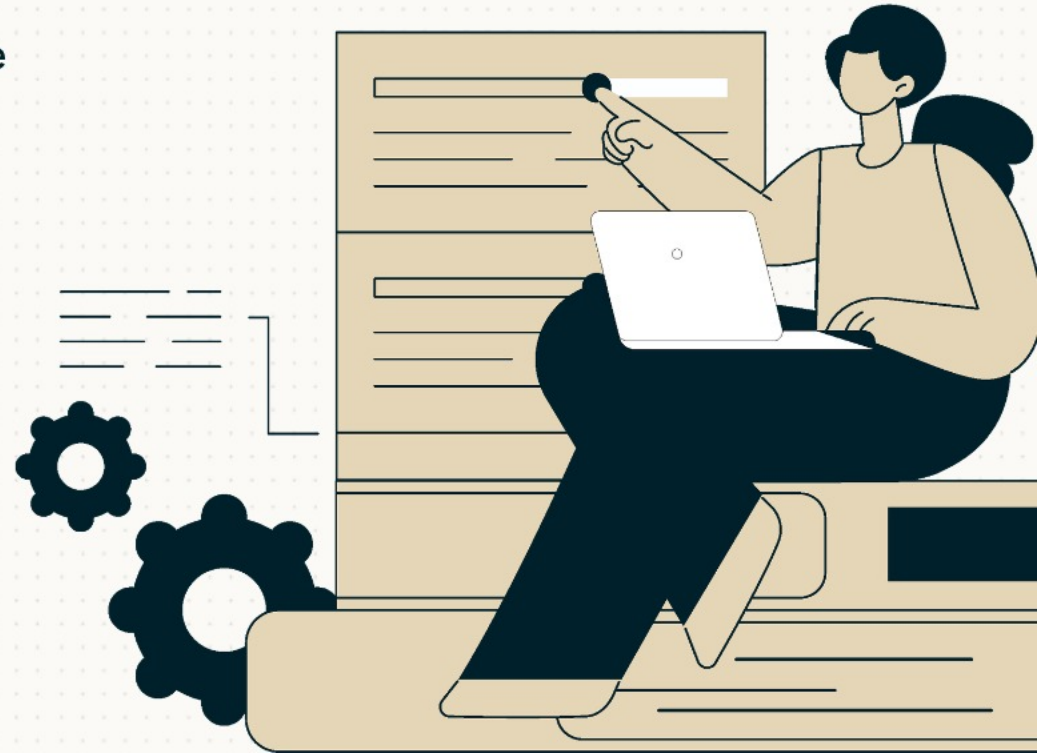
# Boost your organization's security and centralize management with Identity360

A cloud-native identity platform for workforce IAM



# Outline

- Identity360's vision
- Critical IAM challenges for enterprises
- Identity360 solutions
- Universal Directory
- Integrations
- Life cycle management
- Single sign-on (SSO)
- Multi-factor authentication (MFA)
- Access management
- Delegation
- Reports and identity analytics
- Identity360 architecture
- Identity360 licensing



Identity360's vision

Unify identity silos, streamline identity management, and secure resources with centralized access management

# Critical IAM challenges for enterprises



## Identity fragmentation

Enterprises often struggle with managing multiple user identities across various platforms, leading to inefficiencies and security risks



## Complex identity life cycle management

Managing the entire identity lifecycle, from onboarding to offboarding, can be challenging and error-prone for enterprises



## Increased IT costs

The lack of scalability and flexibility in managing access requirements can result in higher infrastructure costs as organizations struggle to adapt to changing business needs

# Identity360 solutions



Universal Directory

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Life cycle management

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Single sign-on (SSO)

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Multi-factor authentication (MFA)

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Access management

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Delegation

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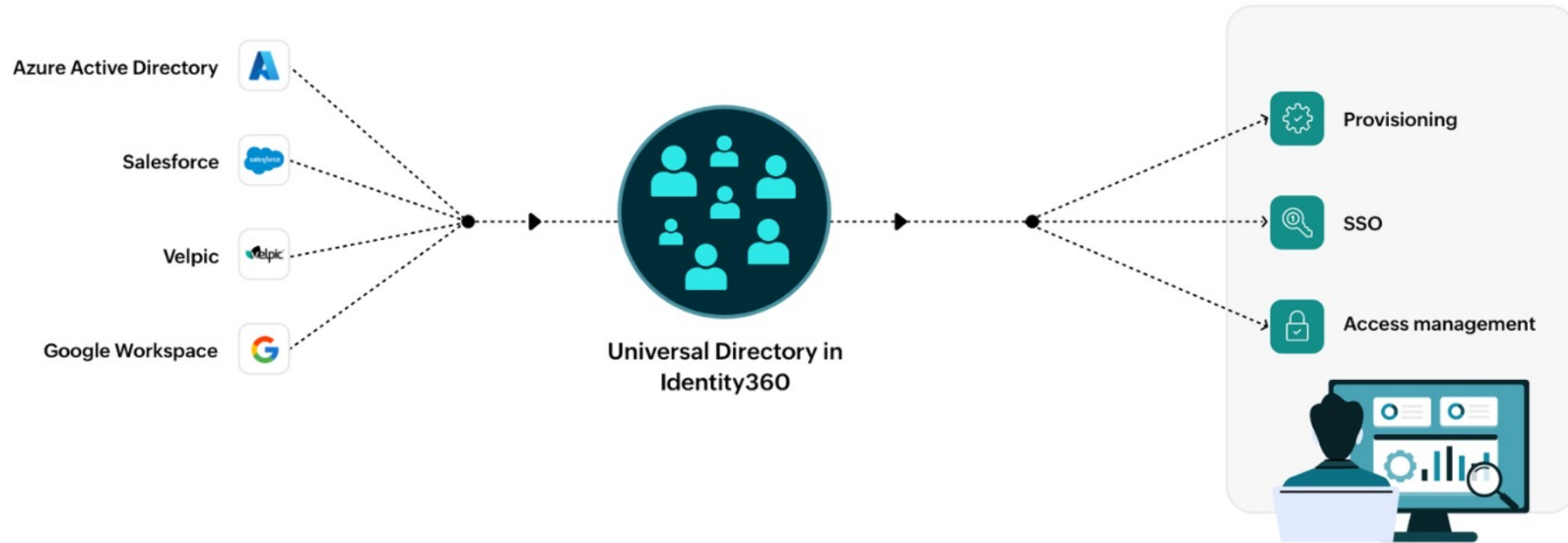
Reports and identity analytics

Identity360 solutions

# Universal Directory

Consolidate identity silos into a single source of truth and enable centralized identity management with our cloud directory

# How does Universal Directory work?



# Unlock efficient directory services with Universal Directory



## Unified solution

Leverage Universal Directory to consolidate identities from multiple platforms



## Cost saving

Centralize identity management and streamline access control to achieve significant cost savings by reducing manual processes and errors



## Efficiency gains

Effortlessly gather precise information from all your integrated directories with preconfigured reports



Unify users from multiple directories and applications, providing a single point of access management

The screenshot shows the 'Universal Directory' dashboard. At the top, there are two tabs: 'Dashboard' and 'Universal Directory'. On the left, a sidebar menu is visible with the following items: 'Universal Directory', 'All Users', 'All Groups', 'Orchestration', 'User Creation Templates', 'Directory Integration', 'Manage Directory', and 'Directory Sync Settings'. The main content area features two integration cards. The first card is for 'Azure Directory', featuring the Azure logo, the text 'Azure Active Directory is Microsoft's cloud-based identity and access management service, allowing organizations to securely manage user identities and enable single sign-on to various applications and resources.', and a blue 'Configure' button. The second card is for 'Salesforce', featuring the Salesforce logo, the text 'Salesforce is a leading customer relationship management (CRM) platform that helps businesses manage customer interactions, streamline processes, and drive growth through cloud-based applications and services.', and a blue 'Configure' button.

Integrate with our roster of applications including Slack, Zendesk, Google Workspace, Jira, Zoho People, and more

A horizontal row of three application integration icons. From left to right: 'Service Desk Plus' with a green and blue icon, 'Jira' with a blue diamond icon, and 'GSuite' with the multi-colored Google 'G' icon.

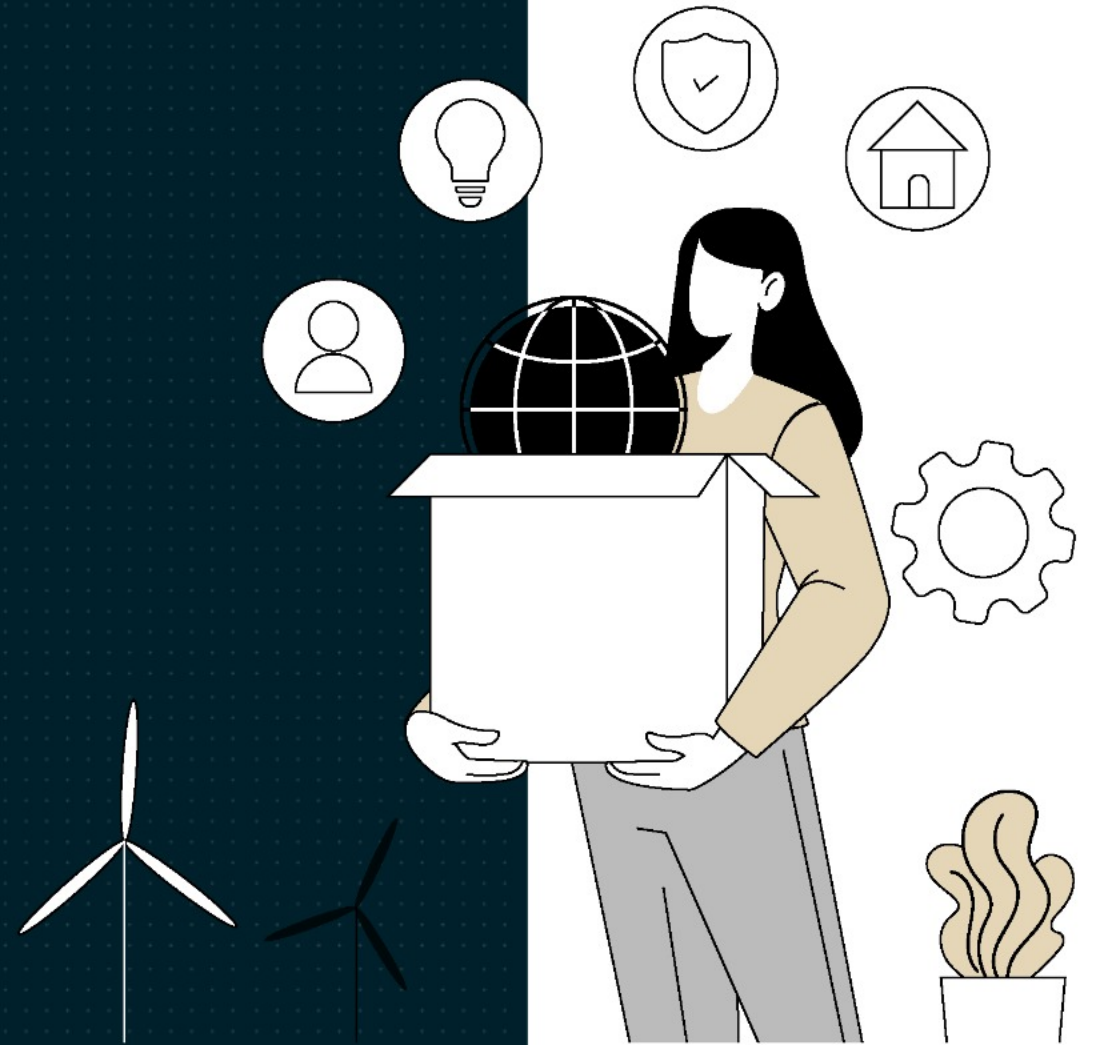
# Universal Directory use case

## Problem

Organization faces identity management challenges due to fragmented sources across directories and applications, causing operational inefficiencies.

## Solution

Implement Universal Directory to centralize identity management and consolidate sources into a single, cloud-based directory. Gain a unified view of identities for streamlined access control.

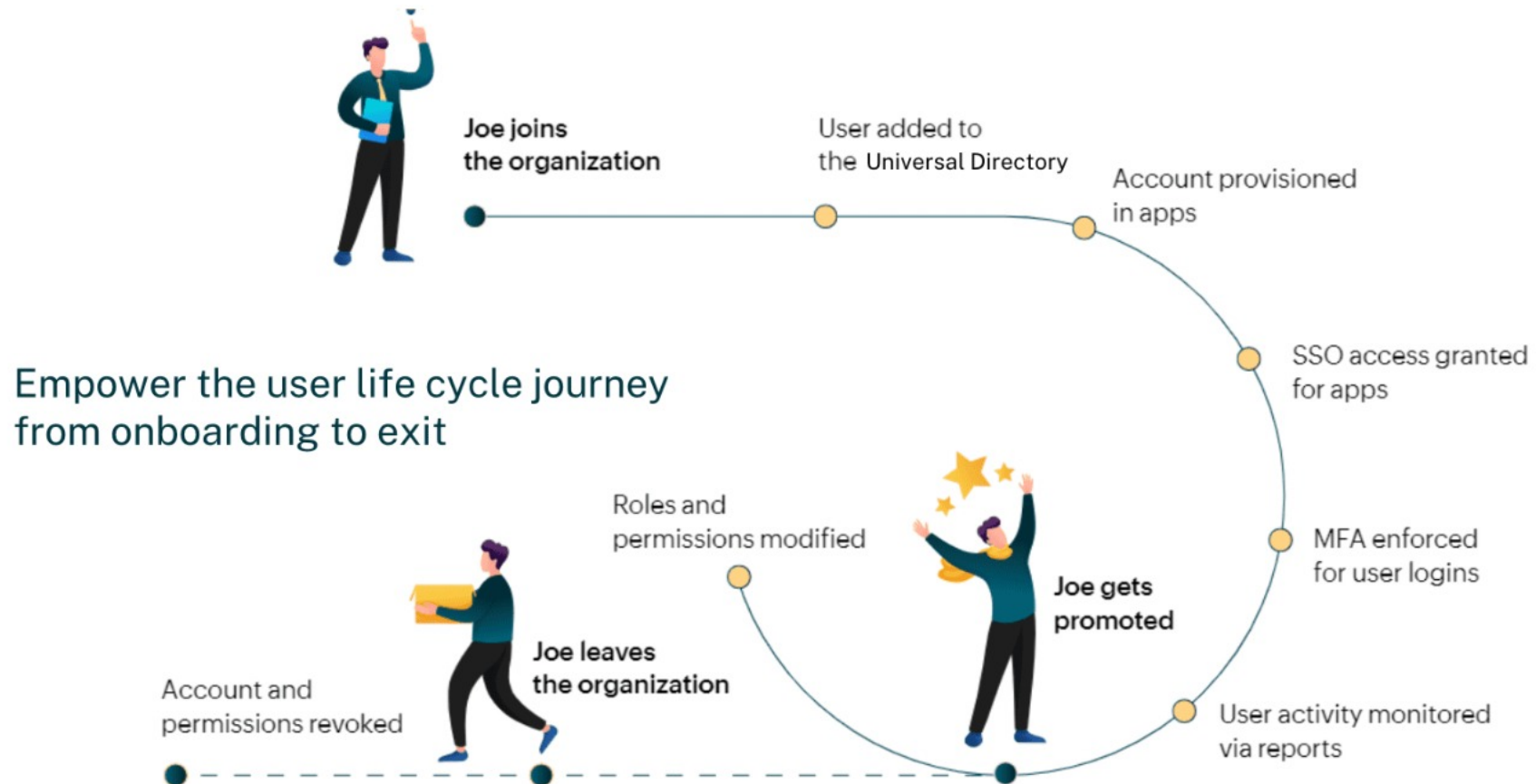


Identity360 solutions

# Life cycle management

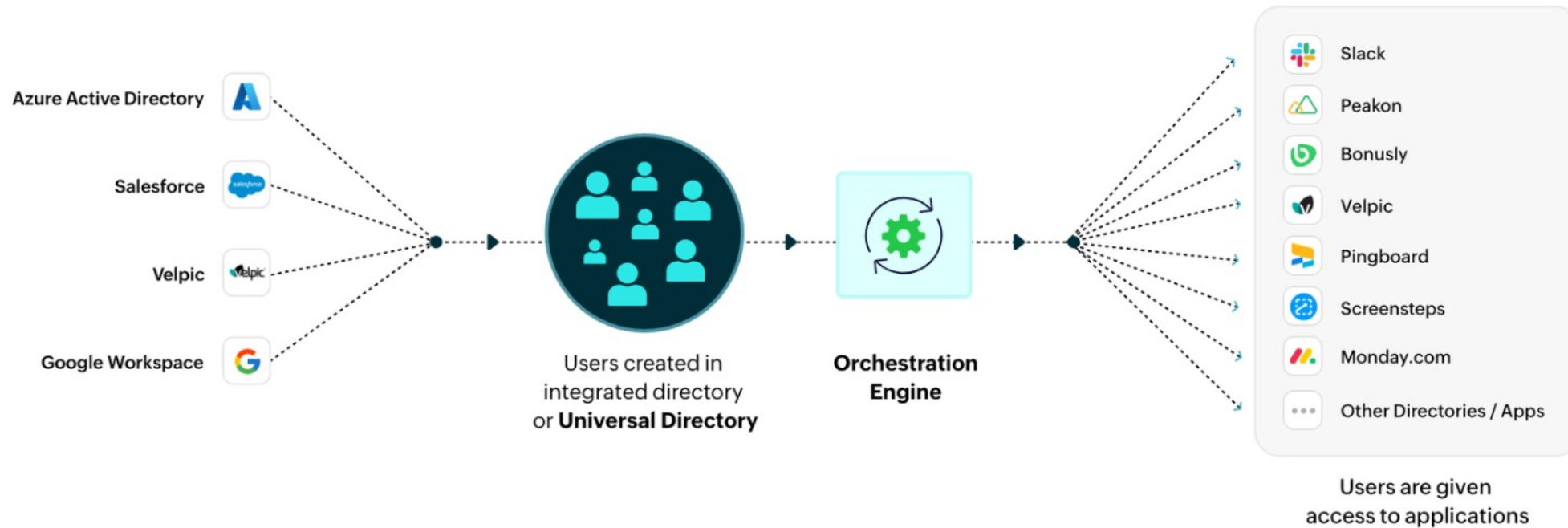
Enhance workforce productivity by seamlessly managing the complete life cycle of digital identities

# Identity life cycle management breakdown



# Orchestration

Streamline IAM processes with centralized cloud orchestration



Universal Directory

All Users

All Groups

Orchestration

User Creation Templates

Directory Integration

Manage Directory

Directory Sync Settings

Create New Profiles

Profile Name \*  Description

Action executed/synced in Universal Directory

Choose Action

Profile Criteria

1.	<input type="text" value="Member Of"/>	<input type="text" value="In"/>	<input type="text" value="User Onboarding Group"/>	<input type="text" value="+"/>	<input type="text" value="x"/>	<input type="text" value="+"/>
2.	<input type="text" value="AND"/>	<input type="text" value="Office"/>	<input type="text" value="Is not Empty"/>	<input type="text" value=""/>	<input type="text" value="x"/>	<input type="text" value="+"/>
OR						
3.	<input type="text" value="Created Date"/>	<input type="text" value="On"/>	<input type="text" value="2024/01/01 12:00:00 AM"/>	<input type="text" value="x"/>	<input type="text" value="+"/>	
4.	<input type="text" value="AND"/>	<input type="text" value="Is Active"/>	<input type="text" value="Is"/>	<input type="text" value="True"/>	<input type="text" value="x"/>	<input type="text" value="+"/>
5.	<input type="text" value="AND"/>	<input type="text" value="Title"/>	<input type="text" value="Contains"/>	<input type="text" value="Employee"/>	<input type="text" value="x"/>	<input type="text" value="+"/>

Criteria Pattern : (1 & 2) | (3 & 4 & 5)

Add conditions based on which tasks should be executed

Orchestrate events across external applications from a single interface

Action to be performed in other directories/applications

Choose Action

Action will be performed in the below selected directories/applications

<input checked="" type="checkbox"/>		GSuite	<input type="text" value="Google User Creation Template"/>	<input type="text" value="x"/>	<input type="text" value="+"/>
<input checked="" type="checkbox"/>		id360.onmicrosoft.com	<input type="text" value="AAD Onboarding Template"/>	<input type="text" value="x"/>	<input type="text" value="+"/>
<input checked="" type="checkbox"/>		Salesforce	<input type="text" value="Salesforce Onboarding Template"/>	<input type="text" value="x"/>	<input type="text" value="+"/>
<input checked="" type="checkbox"/>		Velpic	<input type="text" value="Velpic User Creation Template"/>	<input type="text" value="x"/>	<input type="text" value="+"/>

Receive notifications when the orchestration occurs

Enable Notification

Select Template

# Smart templates

Speed up your onboarding process with smart templates



Generate common templates



Automate management with Orchestration



Utilize customized templates in orchestration profiles



Successful user

Active Directory admanagerplus.com Microsoft 365 adselfservice.onm... Azure Active Directory gcp.google.com Ultipro ultipro.com 10 more + Add More Copy User Attributes Disable Drag-n-Drop Creation Rules

Active Directory

General

General

First name	Last Name
Email	Role
Profile	Alias
Date Of Birth	Phone
Mobile	Website
Fax	

Account

Contact

Exchange

Custom Attributes

Microsoft 365

Applications

General Account Contact Exchange Remote Mailbox Microsoft 365 Google Workspace

General

First Name

Initials

Logon Name\* First Name + Last Name @ admanagerplus.com eg. johnsmith@admanagerplus.com

Logon Name\* (Pre-Windows 2000) admanagerplus\ Same as Logon Name eg. johnsmith@admanagerplus.com

Full Name\* Same as Logon Name

Display Name

Employee ID

Description

Telephone number

Email

Web page

Select container OU=ZOHO,OU=Users,OU=All...

Set up rules that assign values to fields when they match a specified criteria

Effortlessly craft customizable templates tailored to various departments using the drag-and-drop interface



# Reap the benefits of managing your identities throughout their entire life cycle with life cycle management



## **Operational efficiency**

Automate the entire identity life cycle process by streamlining administrative tasks, thereby reducing the burden on IT administrators, minimizing the risk of errors, and improving overall operational efficiency



## **Reduced risk of errors**

Reduce the likelihood of manual errors that can occur during user onboarding, offboarding, and profile changes, ensuring data accuracy and integrity



## **Customizable templates**

Utilize predefined templates with intuitive creation rules for quick and easy user onboarding

# Life cycle management use case

## Problem

An organization is managing the identity life cycle for a diverse workforce. Traditional processes don't keep up with employee turnover and profile changes. These challenges result in time-consuming, error-prone onboarding and offboarding, leading to security gaps and compliance concerns

## Solution

Implementing identity life cycle management enhances agility and security, ensuring regulatory compliance and aligning employee engagements with legal standards. This fosters sustainable growth in today's dynamic business landscape

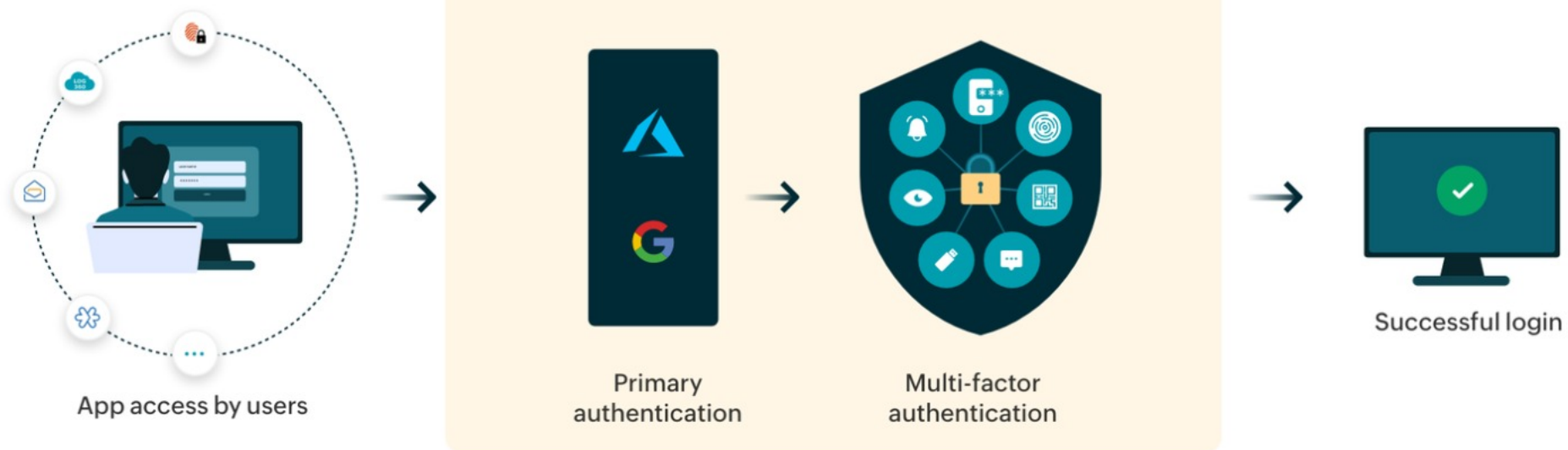


Identity360 solutions

# Single sign-on (SSO)

Streamline access to enterprise resources with secure SSO

## How does SSO work?



# Elevate user experience with secure, seamless SSO for your organization



## **Increase employee productivity**

Provide one-click access to enterprise apps, thereby eliminating password fatigue and time-consuming login processes



## **Broad spectrum of supported apps**

Enable SSO to over 450 pre-integrated enterprise applications, or any custom application that supports federation standards, in a few steps



## **Secure user access**

Mitigate security threats by empowering IT teams to promptly disable access to accounts in the event of theft or unauthorized access

Application Integration

















SSO can be enabled easily for a myriad of pre-integrated applications

Easily integrate your own custom applications for end-user SSO

+ Custom Application | Application Connection | < Back

Search Application

1 - 25 of 401

 <b>Azure Active Directory</b> Directory Import/Sync SSO Provisioning	 <b>Slack Directory</b> IT Management SSO	 <b>Salesforce</b> Directory Import/Sync SSO Access Management Provisioning	 <b>Zendesk</b> CRM SSO
 <b>Google Workspace</b> Messaging Apps Import/Sync SSO Access Management Provisioning	 <b>Dropbox</b> Messaging Apps SSO	 <b>PagerDuty</b> Messaging Apps SSO	 <b>PlanMyleave</b> Messaging Apps SSO
 <b>Sumo Logic Code</b> Analytical Tools SSO	 <b>JitBit</b> Collaboration SSO	 <b>AppDynamics</b> Messaging Apps SSO	 <b>Panorama9</b> HR Management SSO
 <b>Velpic</b> Customer Support Import/Sync SSO Access Management Provisioning	 <b>Egnyte</b> Messaging Apps SSO	 <b>Canvas LMS by Instructure</b> Customer Support SSO	 <b>Flutter Files</b> Messaging Apps SSO

# SSO use case

## Problem

A large enterprise faces challenges managing access to numerous applications. Employees waste time navigating multiple login screens, causing inefficiencies and frustration

## Solution

Implementing SSO improves efficiency, granting employees one-click entry to multiple enterprise apps, cutting login friction, and enhancing productivity



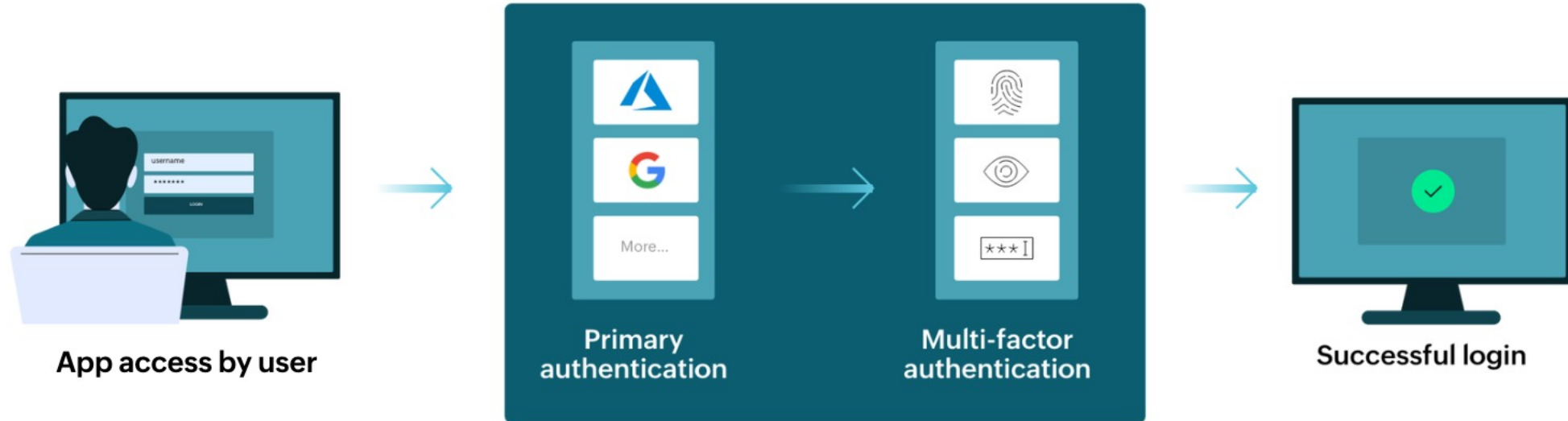
Identity360 solutions

# Multi-factor authentication

Secures access to enterprise applications with MFA



## How MFA works



Customize MFA for your organization with fine-grained controls

**Advanced Settings**

General | Email Settings

**MFA for Windows machines**

- Enable MFA for Interactive Login, User Account Conti
- Enable MFA for Remote Desktop access during
  - RDP Server Authentication
  - RDP Client Authentication

Users must complete the MFA process for machine login within 5 minutes.

- Allow users to trust their machines for 7 Days to skip MFA.
- Keep the 'Trust this machine' option selected by default.
- Deny machine login for partially enrolled users.
- Skip MFA verification when the device is offline.

**Advanced Settings**

General | Email Settings | MFA Settings

**MFA for Identity360 & enterprise applications**

Users must complete MFA within 5 minutes.

- Allow users to trust browser for 7 Days to skip MFA.
- Keep the 'Trust this browser' option selected by default.
- Deny login for users who have not enrolled for all the required MFA factors.

**Authentication**

Login Authentication | Authenticators Setup | MFA Enrollment

- Email Verification (Configured)
- Google Authenticator (Configured)
- Microsoft Authenticator (Configured)
- Zoho OneAuth TOTP (Configured)
- Custom TOTP Authenticator (Configured)

Choose from a variety of MFA authenticators to verify users' identities

# Secure identities with multi-factor authentication



## Compatible with multiple directories

Choose your preferred directory for primary authentication—like Azure AD, Google, and Salesforce—which your users may already be a part of



## An interactive, user-friendly UI

Makes MFA configuration and enrollment easy for admins and end users respectively, with a simple and easy-to-understand UI



## Security against cyberthreats

Defend against various credential-based attacks, including those targeting UAC, Windows login, and RDP, while ensuring seamless application access to employees

# MFA use case

## Problem

A corporation in diverse sectors faces growing cybersecurity threats to sensitive data. Traditional password-based authentication methods used for Windows login are vulnerable to phishing and breaches, posing significant security risks

## Solution

Implementing MFA for Windows login strengthens the organization's security by enhancing security during logins to Windows machines, RDP sessions, and UAC prompts. This multi-layered authentication adds robust protection against unauthorized access



Identity360 solutions

# Access management

Secure and ensure that the right users have the right access consistently across resources

## How does access management work?



# Cross-platform access management capabilities



## Improved compliance

Ensure compliance with regulatory requirements and industry standards related to data protection and privacy



## Enhanced user experience

Users experience seamless and convenient access to the resources they need, leading to higher satisfaction and improved user experience



## Security against cyberthreats

Safeguard against unauthorized access attempts and mitigate the risk of various cyberthreats, while also providing easy application access to employees

Within each app, you can fine-tune users' access rights by assigning them relevant roles and permissions in bulk

Application Access Management

Select Application: Salesforce

1 Add user details 2 Access Management 3 Status

Refine Search

First Name	Last Name	Full Name	Username	Email
<input type="checkbox"/>	Regina	Peters	Regina Peters	reginapeters@testmail.com
<input type="checkbox"/>	Rocky	Arnold	rockyarnold@testmail.com	rockyarnold@testmail.com
<input checked="" type="checkbox"/>	Juliet	Ford	julietford@testmail.com	julietford@testmail.com
<input type="checkbox"/>	Wilona	Nelson	wilonanelson@testmail.com	wilonanelson@testmail.com

Application Access Management

Select Application: Salesforce

1 Add user details 2 Access Management 3 Status

Account

Account Permission

Profile: Salesforce API Only System Integrati...

Role: APAC role

Permission set: X00ex00000018ozh\_128\_09\_04\_12\_1

Application Access Management

Select Application: Salesforce

1 Add user details 2 Access Management 3 Status

Refresh

First Name	Last Name	Full Name	Username	Email	Provisioning Status
Regina	Peters	Regina Peters	reginapeters@testmail.com	reginapeters@testmail.com	Assignment is pending
Wilona	Nelson	Wilona Nelson	wilonanelson@testmail.com	wilonanelson@testmail.com	Assignment is pending

Provides enhanced tracking capabilities for admins using consolidated tables showing users' access assignment statuses for each application



# Access management use case

## Problem

An organization handles extensive customer data, including personal information and payment details. With rising cyberthreats, securing access to this sensitive data is vital to preserving customer privacy and trust in the brand

## Solution

Implementing access management provides robust control over data access while adhering to regulatory requirements such as the GDPR and the PCI DSS. This is achieved through tailored access controls that align with the organization's structure and operational needs

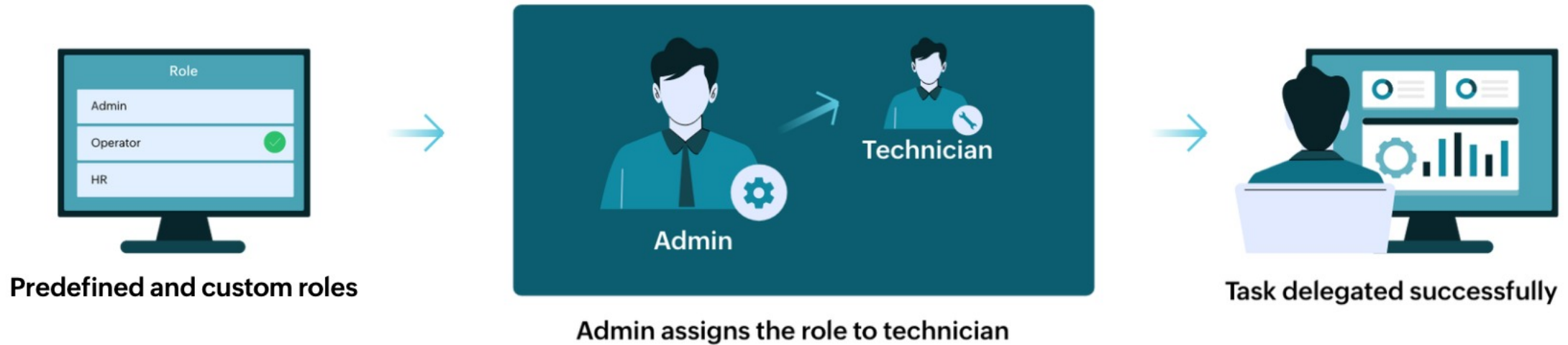


Identity360 solutions

# Delegation

Entrust routine tasks to non-admin users without altering their inherit permissions, allowing admins to focus on critical tasks

## How does help desk delegation work?



# Adopt delegation to transform your IT support environment



## Reduced workload

Decrease the workload for IT admins by delegating management tasks to technicians, mitigating burnout and boosting job satisfaction



## Improved responsiveness

Enable quicker response times to user inquiries and technical issues by assigning specific tasks to designated team members



## Scalability and flexibility

Adapt to changing workload demands and scale operations as needed, ensuring continued efficiency and effectiveness in providing support services

The screenshot shows the 'Help Desk Delegation' section in the Identity360 console. It features a table with the following data:

	Action	User Name	Email	Primary Source	Added Time	Invitation Status
<input type="checkbox"/>		Nick	nick@test.com	Zoho	2023/10/16 22:32:50	Unverified
<input type="checkbox"/>		John	john@test.com	Zoho	2024/09/03 16:31:28	Unverified
<input type="checkbox"/>		Bravo	bravo@test.com	Zoho	2024/09/03 16:31:28	Unverified

Navigation and controls include a search bar, pagination (1-3 of 3), a total count of 25, and an 'Add New Technician' button.

Enable or disable technicians and modify the delegated roles from the central console

Choose predefined technician roles like the Admin or Operator, or create custom roles to be assigned to non-admin users

The 'Add New Technician(s)' dialog box contains the following fields:

- Select User(s):** A dropdown menu with the text 'Select User(s)' and a plus sign button.
- Select Role:** A dropdown menu with '- Select -' and a question mark icon. Below it is a list of roles with checkboxes:
  - Admin
  - Operator
  - HR
  - Lead

Create custom technician roles to suit your organization's needs and manage the permissions required to carry out specific tasks

Untitled Role [Description](#) Create Role Cancel

Universal Directory Applications Reports Settings

**User Management** Deselect All

- All Users
- Single User management
- Create User
- Modify User ⊕
- Bulk User Management
- Delete Users
- Enable/Disable Users
- Modify UD Group Members
- Change Primary Source
- Create Users In Apps

**Group Management** Deselect All

- All Groups
- Single Group Management
- Create Group
- Modify Group
- Bulk Group Management
- Delete Groups

**Directory Management** Deselect All

- Directory Integration
- Manage Directory
- Directory Sync Settings

**Others** Deselect All

- Orchestration Profile
- Templates
- User Creation Templates

Identity360 Subscription Jobs ? ⌵

Dashboard Universal Directory Applications Reports Settings Support

Administration **Help Desk Delegation** ?

Help Desk Delegation  
License Management

Management Settings  
Naming Formats  
Organization Attributes  
Password Policy Enforcer

General Settings  
Notification Templates  
Personalize

Help Desk Technicians Help Desk Roles Create New Role

Action	Role Name	Role Description	Associated Technicians
<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Super Admin	Default Organization's Super Admin	Nick
<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Operator	Is capable of auditing the operations within the application.	John
<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Admin	Holds full control, except for the ability to modify the product's subscription.	Bravo
<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Lead	-	-
<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	HR	-	-

1-5 of 5 25

# Help desk delegation use case

## Problem

A large corporation heavily relies on its IT support team for user inquiries, technical issues, and service requests. However, a surge in support tickets and limited resources strain the IT department's efficiency and responsiveness

## Solution

Implementing a help desk delegation system streamlines operations and boosts service delivery. Technicians are assigned specific tasks, with access easily managed and revocable ensuring efficient handling for timely issue resolution



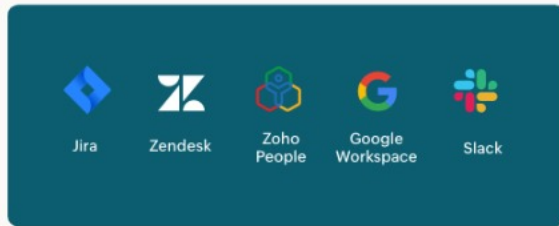
Identity360 solutions

# Reports and identity analytics

Gain insights into application access, user activities, account status, and more to make informed decisions



## How do reports and identity analytics work?



Administrators assign specific applications to user based on their roles and responsibilities within the organization



Users gain access to assigned applications.



Unlock superior  
access insights to  
boost your  
organization's  
security and  
efficiency



### **Enhanced visibility**

Gain enhanced visibility into user activities and behaviors through comprehensive reports



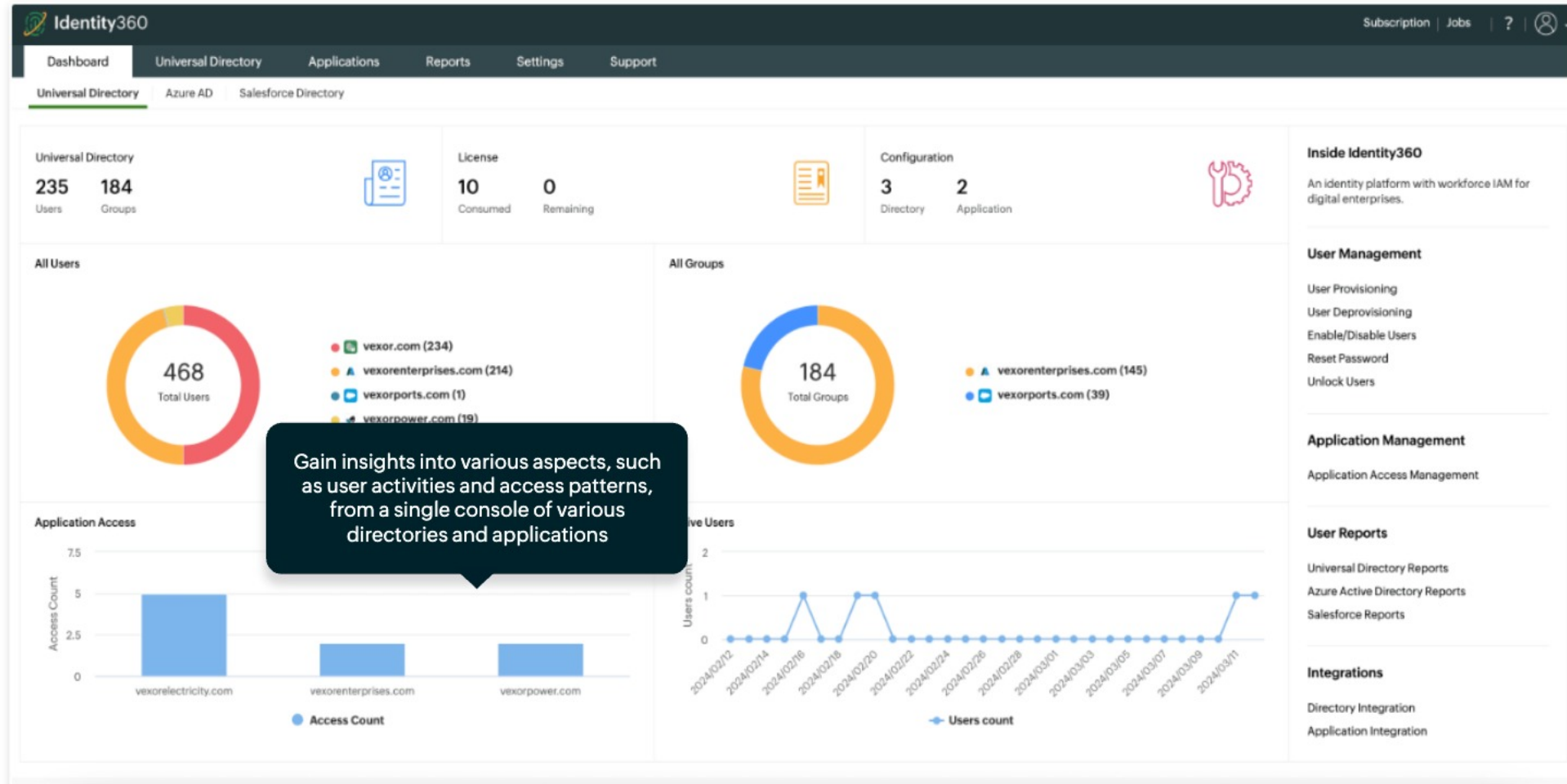
### **Informed decisions**

Enable admins to make informed decisions based on real-time data and user interactions



### **Prebuilt reports**

Access prebuilt reports to help admins identify security risks and understand end-user application and service consumption patterns



Gain insights into various aspects, such as user activities and access patterns, from a single console of various directories and applications

**Soon To Expire Passwords**

Azure AD Tenant: tester1695outlook.onmicrosoft.com

Filter By: -Select Domain(s)-

Account expiry within: 2024/03/08 12:00:00 AM - 2024/04/01

Display Name	User Principal Name	Days Since Last Password Change
John	john.titor@tester1695outlook.onmicrosoft.com	63
Jack	jackdaniels@tester1695outlook.onmicrosoft.com	84
Patricia	patriciacorner@tester1695outlook.onmicrosoft.com	84
Jade	jadesmith@tester1695outlook.onmicrosoft.com	84
Kumar	kokkikumar@tester1695outlook.onmicrosoft.com	64
Samuel	samuelngaa@tester1695outlook.onmicrosoft.com	63
Jerry	samueljack@tester1695outlook.onmicrosoft.com	85
Mathew	mathewthompson@tester1695outlook.onmicrosoft.com	85
Lucy	lucypeach@tester1695outlook.onmicrosoft.com	85
Luna	lunaprince@tester1695outlook.onmicrosoft.com	63

Explore various export options for your reports to further analyze identity data and gain insights

Explore built-in reports that offer insights into user-related data across various directories like Universal Directory, Azure AD, and Salesforce

**Inactive Users/Technicians**

Select the desired time period: Last 30 Days

Email Address	Display Name	Directory Type	Directory Name	Days Since Last Logon	Created Time	Last Activity
chesterpink@chatter.sale...	Chester	Salesforce	salesforce	160	29/09/23 17:57:42	29/09/23 17:57:42
hankmint@gmail.com	HM	Salesforce	salesforce	160	29/09/23 17:57:42	29/09/23 17:57:42
daniel@prod.com	Daniel	Universal Directory	Hozo	79	20/12/23 15:05:21	-
diana@hacker.com	Diana	Salesforce	salesforce	160	29/09/23 17:57:42	29/09/23 17:57:42
ilena@tester1695outlook...	ilena	Azure Active Directory	tester1695outlook.onmicr...	113	16/11/23 00:54:04	16/11/23 00:54:04
cleopatra@slajs.com	Cleopatra	Universal Directory	Hozo	115	14/11/23 13:19:29	-
penguin@kind.com	Penguin	Salesforce	salesforce	160	29/09/23 17:57:42	29/09/23 17:57:42
lunapeach@kind.com	Luna	Salesforce	salesforce	160	29/09/23 17:57:42	29/09/23 17:57:42
lucypink@thangaraj1998...	Lucy	Universal Directory	Hozo	158	02/10/23 15:06:03	-
tonysmith@thangaraj199...	Tony	Azure Active Directory	thangaraj1998.onmicroso...	159	01/10/23 00:02:28	01/10/23 00:02:28
samueltompsonking@z...	Samuel	Salesforce	ChanSales	77	21/12/23 17:47:43	21/12/23 17:47:43

# Reports and identity analytics use case

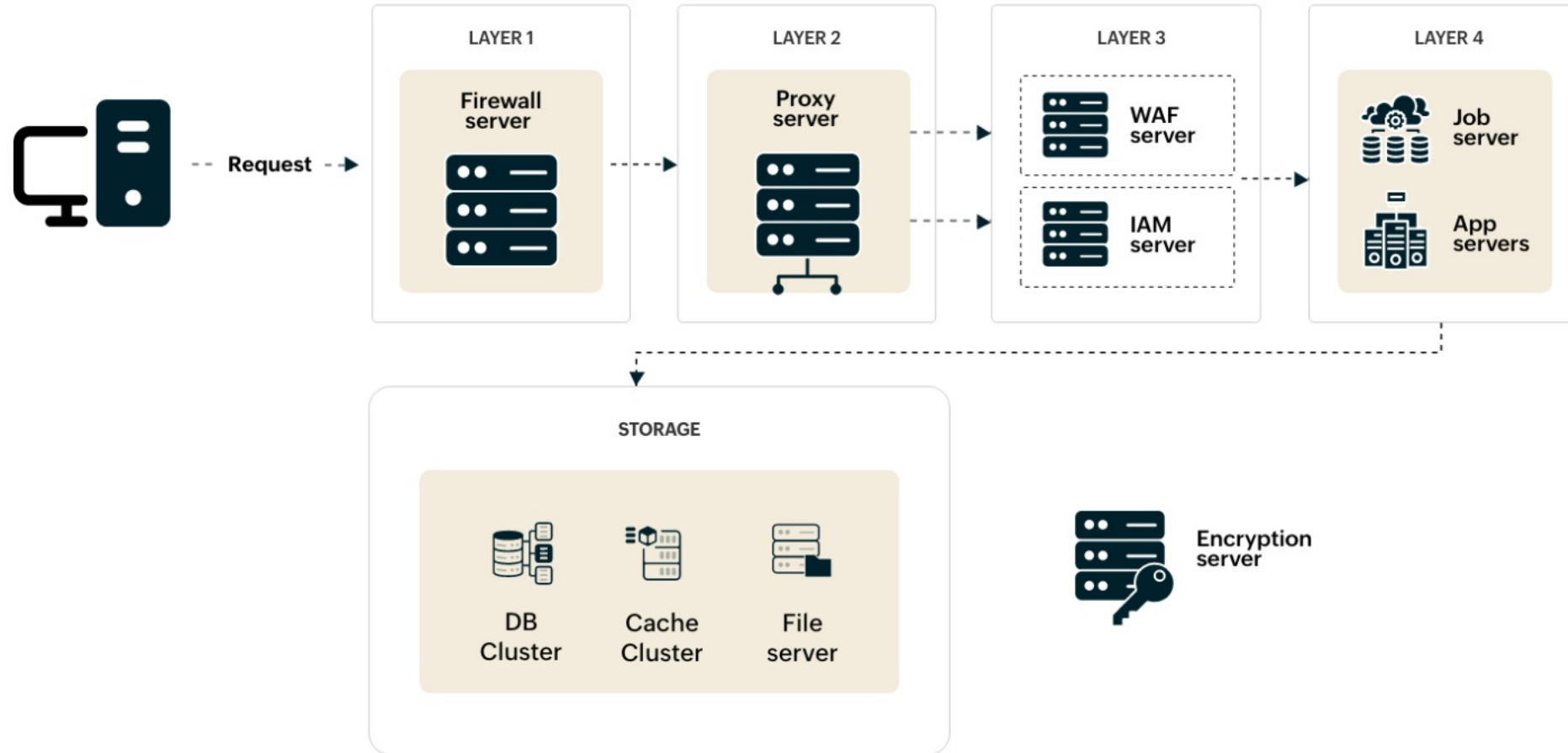
## Problem

In an organization with a diverse workforce and extensive system access, ensuring security and compliance is paramount. With rising cybersecurity threats and regulatory standards like the GDPR and SOC 2, the challenge lies in effectively monitoring and managing user identities and access

## Solution

Identity360 enables the organization to extract actionable insights from user access patterns and behavior, swiftly identifying anomalies, unauthorized access, and compliance issues





# Security and compliance

Identity360 showcases its dedication to maintaining a secure and compliant environment by adhering to various industry-standard certifications:

- ISO/IEC 27001
- ISO/IEC 27701
- ISO/IEC 27017
- ISO/IEC 27018
- SOC 2 Type II
- Cyber Essentials
- ESQUEMA NACIONAL DE SEGURIDAD (ENS) - Spain
- CSA STAR Self-Assessment
- GDPR
- CCPA
- Signal spam

# Identity360 licensing

Life cycle  
management

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Starts at **\$295** per  
**100 users,**  
per year

MFA and SSO

---

Starts at **\$195** per  
**100 users,**  
per year

All inclusive (life cycle  
management with  
MFA and SSO)

---

Starts at **\$415** per  
**100 users,**  
per year



ManageEngine  
Identity360

# Thank you!

[www.manageengine.com/identity-360](http://www.manageengine.com/identity-360)

[identity360-support@manageengine.com](mailto:identity360-support@manageengine.com)

[START FREE TRIAL →](#)

