



PwC Managed Digital Identity



The challenge

Elevate and enhance your IAM capabilities with PwC's Managed Digital Identity (MDI) service. MDI has been built by PwC to **improve the effectiveness of your IAM operations.**

Incorporating good practices that **enables you to better manage, monitor and control your IAM services.** MDI services are delivered by a team of identity experts who operate, streamline, secure and enhance your preferred identity and access technologies to adopt good practices, **improve service effectiveness and maximise business value.**

Modern IAM (Identity and Access Management) operations are often hindered by



Talent Shortages

Difficulty recruiting and retaining experienced IAM professionals.



Operational Inefficiencies

Increasing incidents, audits and costs, often tied to outdated delivery models.



Lack of Visibility

Inadequate KPI tracking and misaligned IAM outcomes.



Inflexible Contracts

Multi-year IT agreements bundling IAM services with low agility.

The solution

PwC's MDI service provides a **fixed-price, expert-led, and insight-driven approach to managing digital identity operations**. MDI goes beyond a 'lights-on' service providing continuous service improvements, 24/7 P1 incident support and regular service health checks.

Service offerings

01	02	03	04	05
Managed Privileged Access	Managed Identity Governance	Access Diagnostics as a Service	Access Recertification as a Service	IAM Health Checks
A service leveraging PAM platforms to: <ul style="list-style-type: none">• Secure and manage privileged accounts.• Prevent unauthorized access and cyber threats.• Provide 24/7 monitoring, remediation, and compliance reporting.	A comprehensive IGA service ensuring <ul style="list-style-type: none">• Role-based access control for enterprise applications.• Continuous monitoring and reporting of inappropriate access.• Automated access provisioning and de-provisioning to maintain compliance.	A security diagnostic offering to <ul style="list-style-type: none">• Identify identity threats & access risks. Provide practical remediation recommendations.• Offer a dashboard-driven approach for risk visualization.	A streamlined solution for regulatory compliance by: <ul style="list-style-type: none">• Running periodic access reviews and user access certifications.• Detecting and revoking unnecessary access for employees and vendors.• Reducing unauthorized access risk across business-critical applications.	A structured assessment of your IAM technology stack to: <ul style="list-style-type: none">• Identify security, scalability, and performance gaps.• Optimise IAM deployments for maximum return on investment.• Align configurations and policies with best practises.

Key benefits

 **Fixed Price**
Our service fee remains fixed regardless of the number of incidents or problem tickets, giving you budget certainty.

 **Continuous Change Delivery**
Seamless onboarding of applications and new IAM capabilities.

 **Standardised Reports and Insights**
We provide standardised reports and insights to showcase business value and alignment with best practises.

 **Experienced IAM Specialists**
Certified professionals with expertise and experience in leading identity technologies.

Why choose PwC



Global Expertise and Market Leadership

- 500+ IAM specialists across the UK and EMEA.
- Recognised for Cybersecurity and Identity Leadership.
- Trusted by leading IAM vendors with multiple partner awards, including CyberArk (7x), SailPoint (6x), Okta (4x), and Saviynt (2024 Global Impact Partner).



Cost-effective and Scalable

- Fixed-price model for cost predictability.
- Standardised frameworks and automation for efficient IAM operations.
- Seamless integration with existing cloud identity technologies



Proven Service Delivery

- 24/7 operational support for IAM services.
- Standardised reporting to track business value and compliance.
- Continuous IAM improvements, beyond traditional IT services.

Contact us



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Thank you