RAC/M IDENTITY

IDENTITY GOVERNANCE THAT DELIVERS RESULTS WITHOUT ENTERPRISE-SUITE COMPLEXITY

A full-service identity governance and administration (IGA) solution, backed by OKIOK's proven implementation expertise.

100%
Implementation success rate

>90%
IAM operations automated
Cascades

MICROSOFT AZURE
SaaS hosting in Canada

ISO 27001
SOC 2 TYPE 2
certified and attested

WHY RAC/M IDENTITY

RESULTS YOU CAN SEE, RISK YOU CAN MEASURE

01
CONFIGURE, DON'T CODE
Built-in building blocks are configured to your context, with no costly customization.

02
SWIFT, COMPELLING RESULTS
Every project starts with identity data analysis. Clients revoke hundreds of unnecessary accounts within days.

03
REDUCE RISK
Orphaned and rogue accounts are found and fixed continuously, and segregation-of-duties rules enforced.

04
EMPOWER YOUR WORKFORCE
Entra ID single sign-on and a self-service portal, on any compatible device.

ROADMAP TO IAM MATURITY

FOUR STEPS, ONE SOLID FOUNDATION

01
DISCOVERY & ANALYTICS
Map sources, systems and owners. Find who has access to what.

02
GOVERNANCE
Approval workflows, access reviews, a role model and SOD rules.

03
AUTOMATION
Automated lifecycle workflows and a self-service portal.

04
EVOLUTION
Broader integration, more automation, refined processes.

REAL CHALLENGES, PROVEN RESULTS

- **COMPLEX IDENTITIES, SIMPLIFIED**
  A university health network gives thousands of students access as each session begins.
- **SEASONAL WORKFORCE, ALWAYS READY**
  A government organization keeps thousands of seasonal workers' access current.
- **KEEPING PACE WITH A DYNAMIC CAMPUS**
  A university business school keeps access current for a fast-changing population.
- **ONE ACCESS MODEL, 100+ SITES**
  A large manufacturer runs one role-based access model across 100+ sites.
- **DYNAMIC ROLES FOR A MOBILE WORKFORCE**
  An educational service centre governs multiple personas and dynamic assignments.

AUTOMATE EVERYTHING, PROGRAMMATICALLY

A full REST API lets ITSM platforms, AI agents and custom automations run IAM operations at scale. ICF connectors link directories, HR and ITSM systems, SaaS applications and databases.

SECURE BY DESIGN, AUDITED YEARLY

RAC/M Identity SaaS runs in a hardened, dedicated tenant per client. It holds ISO 27001 certification and an annual SOC 2 Type 2 attestation, and is penetration tested every year.

AICPA SOC

ISO/IEC 27001:2022 CERTIFIED

ANNUAL PENETRATION TESTING

DEPLOY IN SAAS MODE OR ON PREM

ON-PREMISES

ADMINISTER: YOU · OPERATE: YOU

Runs in your infrastructure. You install, maintain and operate it.

SAAS

ADMINISTER: OKIOK · OPERATE: YOU

OKIOK hosts and administers it in a dedicated cloud tenant. You run your governance program.

MANAGED SERVICES

ADMINISTER: OKIOK · OPERATE: OKIOK

OKIOK administers the platform and operates your governance program as a turnkey service.

TECHNICAL SPECIFICATIONS

PLATFORM & HOSTING

CLOUD PLATFORM	Microsoft Azure, dedicated per-customer tenant
NETWORK LINK TO AZURE TENANT	Point-to-point VPN or reverse-proxy agent (no inbound connections)
DATA RESIDENCY	Canada Central (Toronto) & Canada East (Quebec City) Other Azure regions determined by customers
HIGH AVAILABILITY	Interzone geo-replication across regions
AVAILABILITY SLA	99.5% monthly, 24/7/365 · 99.99% High availability option available

DATA & ENCRYPTION

DATABASE	Azure SQL
ENCRYPTION AT REST	AES-256, Transparent Data Encryption (TDE)
ENCRYPTION IN MOTION	TLS with recommended cipher suites
BACKUPS	Azure SQL, 10-second resolution
DISASTER RECOVERY	RPO < 10 seconds, RTO < 4 hours
DATA RETENTION	1 year by default, other duration available

ACCESS & AUTHENTICATION

SINGLE SIGN-ON	Entra ID / SAML
MULTI-FACTOR AUTHENTICATION (MFA)	Leverages Entra ID or your IdP's MFA mechanisms
PASSWORD SELF-SERVICE	Industry-standard PWM engine

SUBSCRIPTION

SUBSCRIPTION	Annual, based on the number of active identities
ENVIRONMENTS	Includes a pre-production environment Additional environments available

DATA MODEL & SCALE

IDENTITIES VOLUME	Unlimited
IDENTITIES TYPES	Workforce, external, seasonal and other human identities, plus machines, bots, workloads and AI agents
ACCOUNT TYPES	Human, non-human, personal, privileged, service, shared, generic, technical
DATA MODEL	Dynamically extensible custom attributes
ACCESS MODELS	RBAC + ABAC + dynamic roles (role mining & modeling)

USER INTERFACE

SUPPORTED BROWSERS	Edge, Chrome, Firefox, Safari (Windows, macOS & iOS)
CLIENT ACCESS	Any device with a compatible browser
USER INTERFACE	Fully customizable look and feel
LANGUAGES	French and English, selected by locale, browser setting or user preference
NOTIFICATIONS	Fully customizable emails with MVEL scripts and manual provisioning API

OPERATIONS & SUPPORT

MONITORING	24/7/365 (availability, performance, security)
TECHNICAL SUPPORT	Level 2 & 3 Extended business hours included in subscription 24/7/365 support available
SUPPORT LANGUAGES	English & French

TAKE CONTROL OF YOUR IDENTITIES

Discuss your identity governance requirements

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