Overview

Tuebora's Platform is a dynamic self-driven solution powered by predictive analytics and intelligence. It empowers organizations to rapidly adopt best practices for managing access risk, automating existing identity and access management processes for scale and workload reduction, and measuring efficiency gains through effectiveness, metrics, and reporting.

Among the various solutions at their disposal, Identity Governance and Administration (IGA) stands out as a cornerstone in securing digital identities and access management. However, the path to effectively integrating an IGA solution into MSSP operations is not without its challenges.

Tuebora's IGA solution is designed with essential traits that align perfectly with the needs and capabilities of MSSPs. Its unique features and capabilities make it an MSSP-friendly IGA solution, offering scalability, seamless integration, compliance, and robust security. This allows MSSPs to deliver comprehensive identity governance services to their clients efficiently.

Characteristics

Scalability and Multitenancy

Tuebora's self-driven platform scales seamlessly to accommodate the varying needs of clients, from small businesses to large enterprises.

This self-driven solution helps adapt to changes in the client's environment, such as new applications, devices, or network architectures. It supports multi-tenancy, allowing MSSPs to manage multiple clients within a single console of the Tuebora platform. At the same time, our platform allows customization of branding and appearance of UI screens to match the corporate identity or the branding preferences of clients.

Flexible Deployment Options

The Tuebora platform is easy to deploy, configure, and manage across multiple client environments. It provides a centralized console for managing deployments, enables the building of scripts for automation/CICD, and seamlessly integrates with existing management systems to streamline operations and reduce administrative overhead.
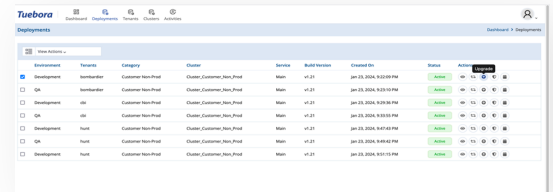
Ease of Customization

Every IGA deployment needs customization to suit the business processes of clients. Tuebora allows customizations and these customizations do not hinder or become a bottleneck in version upgrades. Additionally, these customizations will not degrade performance.

Security

Tuebora offers robust protection against a wide range of cyber threats, including malware, ransomware, phishing, and other advanced attacks. It also seamlessly integrates with external threat intelligence sources and provides actionable intelligence to enhance security operations.

Open and Standards Compliant

Tuebora offers a genuinely dynamic platform with open APIs, standards-based protocols, and prebuilt integrations to facilitate interoperability and orchestration across disparate systems.

Collaboration & Support

Tuebora, with its strong vendor support and collaboration works hand-in-hand with MSSPs in addressing their customers' evolving needs. Tuebora provides exceptional automation and governance capabilities along with outstanding technical support, training, documentation, and a clear product roadmap to ensure MSSPs can effectively deploy and manage the product and address any issues that may arise.
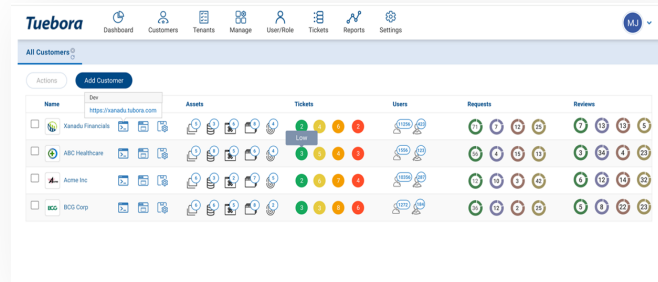

Tuebora Key Integrations

MSSPs function in intricate, multi-vendor environments and therefore seek products that provide seamless integration with other security solutions and IT infrastructure components. For MSSPs, out-of-the-box integration with ticketing systems, SIEM (Security Information and Event Management) tools, and vault solutions is essential. Tuebora seamlessly integrates with these and supports the following use cases:

Integration with ITSM systems
» Bidirectional integration for Tickets Management
» User Life cycle management
» Service Requests Automation
» CMDB Integration for onboarding apps, platforms, Servers, databases

Integration with SIEM tools
» Activity Monitoring – ability to collect logs from SIEM tools, correlate with identity and provide visibility of who has done what.
» Push activities from IGA into SIEM tool for event analysis/correlation.
» Auto remediation by disabling access for security incidents detected in SIEM

Integration with PAM/Vaults
» Manage access and provide Governance around PAM Vaults/Safes
» Non-Person Account Life Cycle Management
» Centralized Visibility

MSSP Portal

Tuebora provides a unified portal for MSSPs with the following key capabilities:

- **Customer Onboarding**
  Customize settings for branding, SSO, ticketing systems, and other IGA configurations.

- **Deployment Management**
  Handle tenant creation, upgrades, backup/restore, license management, log management, and application onboarding.

- **Dashboards and Analytics**
  Access a single pane of glass view for system health, performance metrics, and other key statistics across various deployments.

- **Operational Efficiency**
  Enable Service Desk and Operations teams to manage multiple deployments from a single console.

- **Resource and Cost Insights**
  Gain insights into resource usage and associated costs.

- **Ticket Management**
  Consolidate and track customer issues with a unified ticket view.

- **Incident Notifications**
  Receive alerts on specific thresholds or incidents.

Benefits

- **Enhanced Efficiency and Streamlined Service Desk Operations**
  Boosts efficiency and streamlines service desk operations, resulting in significant cost savings and improved SLAs.

- **Reduce Expertise Requirements**
  Minimizes the need for specialized IAM expertise for implementation and support.

- **Enhance Compliance**
  Helps reduce support personnel errors, thereby meeting SLAs and improving your compliance posture.

- **Effort Reduction**
  Anticipate a 30-50% reduction in effort for MSSPs in their implementation and ongoing maintenance activities.

- **Enhanced Customer Satisfaction**
  Helps provide customers with reliable and efficient identity governance services, improving overall satisfaction and retention.

Why Tuebora

- **Comprehensive Support for MSSPs**
  Empower MSSPs with end-to-end capabilities from presales to deployment and maintenance without dependencies.

- **Flexible Service Offerings**
  Enable MSSPs to provide IDaaS independently as well as IAM Managed Services using the platform.

- **Integrated Security Services**
  Allow MSSPs to independently offer and manage IGA alongside other security services.

- **Next-Generation IGA**
  Facilitate rapid deployment with a high degree of customization and ease.

Conclusion

Tuebora's MSSP-friendly IGA solution offers the flexibility, scalability, and comprehensive features required to efficiently manage identity governance for diverse client environments. The solution helps MSSPs reduce costs, enhance compliance, and improve customer satisfaction, ultimately enabling the delivery of robust and efficient identity governance services.

Tuebora's IGA platform addresses the challenges MSSPs face while meeting all the necessary requirements. It provides a single platform for managing service requests related to users, access, and asset onboarding across heterogeneous systems, whether in the cloud or on-premises. Its cloud-native multi-tenant architecture supports creating and managing multiple client deployments with fine-grained flexibility for tenant-specific configurations around branding, identity schema, authentication/SSO settings, policies, etc. The portal offers a single console for service desks to manage multiple customers, while its SCIM designer tool and flexible workflow orchestration engine enables frictionless automation across various directories, platforms, databases, and applications. This comprehensive solution lowers the total cost of ownership (TCO) for both customers and MSSPs by enhancing efficiency, streamlining service desk operations, reducing niche skill requirements, and minimizing errors to improve compliance posture.