



# IMS

## THE IDENTITY MANAGEMENT SOLUTION FROM SOFTWARE AG

Software AG has been delivering solutions to the Public Sector for more than 37 years. We recognise that the best solution for you is the one designed in consultation with you. Our experience in maintaining long-term relationships, coupled with our strategic vision and technical expertise, will ensure your investment in our technology meets your business needs today and in the future.

IMS, the Identity Management Solution from Software AG, provides a complete solution built on interfaces to the Government Gateway, itself a CIO Council 'Champion Asset', to deliver Transformational Government.

IMS implements the key business processes of registration, enrolment and authentication utilising the Government Gateway, and is also compliant with the Government Connect programme's GC Register product, available to Local Authorities.

IMS is a professionally developed and supported solution that can be deployed rapidly, reducing the cost and risk associated with providing on-line self-service access to confidential services and information. The rich functionality within IMS coupled with Software AG's implementation excellence offer the following benefits for your organisation:

- Enhanced customer experience - single registration and single sign-on customer interface, promoting greater take-up of on-line services

- IMS recognises and supports the complex relationships organisations have with their customers, for example enabling shared house-hold payments, providing a high standard of customer service
- Future proofing - IMS is designed to deliver secure access to services now and in the future, including new capabilities as and when they become available through the Government Gateway
- Flexible control and management of access levels in line with the customer's changing needs
- In-built support for partnership based 'joined-up' service delivery - maximising the impact of available funding and delivering best value, whilst providing consistent standards of service delivery
- Helping to minimise "avoidable contact", by supporting your on-line self-service channel and enabling you to measure contact statistics

IMS uses e-GIF compliant open-standards Service Oriented Architecture (SOA) technology, a recognised Software AG core competency, enabling solution extensibility across your organisation and applications, empowering your people to work more efficiently, now and in the future.

### IMS Features

IMS was created by Software AG to enable our customers to take full advantage of the capabilities offered by the Government Gateway.

To achieve this, IMS provides a standardised method for authenticated access to services and information.

IMS facilitates this without the need to use scarce internal IT resources or expensive external consultancies in implementing costly bespoke projects. Instead, IMS is a robust solution framework that allows Public Sector organisations to:

- Define, create and manage their own consolidated 'baskets of services', for on-line delivery to customers who meet the necessary standards of identification
- Manage the process of registration and enrolment to these services - in conjunction with either your current customer index or using the in-built capabilities of IMS
- Maintain and extend the range of services offered on-line, and to which customers they are available using in-house resources



Software AG - a Government Gateway Accredited Partner

Integrate IMS to existing:

- Self-service environments such as web-sites, portals and kiosks, independent of the technology used to deliver services through these channels
- Business systems used to provide real time services or cached information once a customer has been authenticated

#### IMS Solution Benefits

- Rapid implementation, integrating seamlessly with your existing line-of-business systems and IT assets, securing access to the specialised screens from those environments
- Supporting your organisation's channel migration strategy
- Immediate efficiency gains, making on-line services easier to use, and more complete in their scope, drives take-up customers, reducing the pressure on more costly service delivery channels
- Supports personalised delivery of services and information to customers. Using IMS to authenticate customers could, for example, provide a view of any financial account status, at the same time as providing feedback on the progress of other service requests they have made
- Adaptability - IMS has been specifically designed to support the incremental delivery of new services, as and when required, allowing existing customers access without the need for re-enrolment

#### Technical

IMS is open-standards based and is supported on a variety of operating system platforms, including; Sun Solaris, HP, Microsoft Windows and Linux. Together with the Sun Software AG DIS - the market leading solution for connectivity to the Government Gateway - Software AG can provide organisations and partnerships

Alongside the Government Gateway, Software AG's IMS allows your organisation to categorise and deliver your on-line services according to the degree of certainty you require of a customer's identity. IMS can facilitate the delivery of all of your services requiring anonymous credentials through to third party verification of credentials.

with a complete platform to help realise the full benefits of the Government Gateway.

#### Software AG Pedigree

Software AG's expertise in using the Government Gateway to provide authentication has been developed over several years, since we first supported South Kesteven District Council of the Welland Partnership to deliver Council Tax balances on-line.

Software AG is actively engaged with a wide range of customers helping them realise the value of authenticated services on-line to improve customer access and meet Government targets. In addition, we continue to support the efforts of the Government Gateway and Government Connect in encouraging Public Sector organisations to benefit from the economies of scale provided by national infrastructure.

IMS is just one part of the Software AG Government Gateway success story:

- Our experience gained supporting the largest Government Gateway user community makes us an ideal trusted partner during your implementation stage
- Our ePayments product enables organisations to collect payments via a variety of channels (on-line, call centre, telephone)
- Our DIS solution provides organisations with a reliable messaging solution that securely exchanges data with the Government Gateway and other partners
- Our webMethods suite of products supports the implementation of end-to-end integrated business processes

#### Future Direction

The Government Gateway is a key, evolving Government asset - and the IMS evolves with it. As requirements for data and information security become increasingly important, the Government Gateway supports an enhanced portfolio of security and accessibility options. For example:

- To enhance the customer experience, the availability of Single Sign-On allows on-line authenticated credentials to be shared between participating organisations, minimising logon requirements
- Provision of Strong, or Two-Factor, Authentication techniques recognised through physical devices such as Chip And Pin card readers, using the same protocol as high street banks

IMS is ready for you to take advantage of these alternative security techniques, in partnership with the Government Gateway.

Software AG is a HM Cabinet Office Government Gateway Alliance Partner. We are further recognised by our inclusion on the HM Cabinet Office Pygmalion Framework.

In January 2008, UK visas is a winner of the e-Government National Award for eGovernment excellence: Innovation in Strategy award. The project, underpinned by Software AG technology, supports secure transfer of data from over 160 locations around the world.

#### South Kesteven District Council

*"Software AG worked in partnership with us to deliver our leading edge Identity Management project. We were very happy with Software AG's management of the detailed process of getting this service live on the Government Gateway".*

Andy Nix, Modernisation Team,  
South Kesteven District Council.



To learn more about Software AG's solutions please visit us at:

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