



IMS

The Identity Management Solution from Software AG

Software AG has more than 30 years experience providing solutions for public sector customers. We recognise that the best solution for you is one designed in consultation with you. Our emphasis on establishing long term relationships, coupled with our vision and technical expertise will ensure your investment meets your business needs today and in the future.

IMS, the Identity Management Solution from Software AG, provides a complete solution built on the programmatic interfaces provided by gc register to support registration, enrolment and authentication through the Government Gateway. IMS is a professionally developed and supported solution that can be deployed rapidly, reducing the cost and risk associated with providing self-service access to confidential information and services.

The rich functionality offered by 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 online services
- Uniquely, IMS recognises and supports the complex relationships organisations have with their customers, for example enabling shared household 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 gc register

- 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
- For Local Authorities, assistance in achieving IEG best practice and 'Priority Outcomes'

IMS uses e-GIF compliant technology, a recognised Software AG core competence, 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 and gc register. To achieve this, IMS provides a standardised method of providing 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 consolidated 'baskets of services', for online 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 CRM system or using the inbuilt capabilities of IMS

- Maintain and extend the range of services offered, and to which customers they are offered
- Integrate IMS to existing:
 - Self-service environments such as websites, 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

Alongside the Government Gateway's gc register component, Software AG's IMS allows your organisation to categorise and deliver your online 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

IMS Solution Benefits

- Rapid implementation, integrating seamlessly with your existing line of business systems and e-Government investments
- Immediate efficiency gains:
 - Making online services easier to use, and more complete in their scope, drives their acceptance by customers, reducing the pressure on mediated service delivery channels
 - With IMS providing proper integration of online service delivery with other service delivery channels, the cost of providing services and information to e-enabled customers is reduced.

- Supports a more personalised delivery of services and information to customers. Using IMS to authenticate customers could, for example, provide a view of their outstanding balance information at the same time as providing feedback on the progress of other service delivery 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 fully e-GIF and XML standards compliant and is supported on a variety of operating system platforms, including Sun Solaris, 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 local partnerships with a complete platform to help realise the full benefits of the Government Gateway and Government Connect.

Sun Software AG DIS has been selected by 80% of Government Gateway enabled organisations

Source: eGovernment Register
May 2005

Software AG Authentication and Identification Pedigree

Software AG's expertise in using the Government Gateway to support authentication has been developed over a

long period of time, most notably from working with South Kesteven District Council of the Welland Partnership to deliver Council Tax balances online.

Software AG is actively engaged with a wide range of customers helping them realise the value of authenticated services online to improve customer access and meet Government targets. These organisations include Solihull Metropolitan Borough Council, the Northumberland Online and Dorset For You Partnerships. Software AG continues to support the efforts of Government Connect in encouraging public sector organisations to benefit from the economies of scale provided by national infrastructure.

A Strategic Partner

IMS is just one of a complementary range of solutions aimed at providing efficient electronic services for public sector organisations. Ask us about our market leading successes with Integrated Services Framework, Government Gateway connectivity, online Planning and ePayments solutions and how these can work together to enable you to achieve your service improvement and efficiency goals.

At the heart of Government Connect, Software AG is the ideal partner to deliver improvement and efficiency gains through the intelligent use of technology.

Software AG Profile

Respected throughout the world for technology leadership and professional

services expertise, Software AG is a global provider of system software and services that help customers improve their business processes by simplifying the exchange of information between people, disparate IT systems and your partners.

Our solutions and expertise underpin the mission critical business processes of more than 3000 customers worldwide, including JP Morgan Chase, Lufthansa, Siemens, Citibank, DaimlerChrysler, Sony and BP and more than 120 UK public sector organisations including the DVLA, PITO, Dorset Partnership, Welland Partnership and Birmingham City Council.

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



Founded in 1969, Software AG now employs 2500 people across 59 countries, generating revenue of €411m in 2004.

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

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