

# HELLOID PRODUCT SUITE

Cloud Identity as a Service



## OVERVIEW

HelloID is a modern and secure cloud-based Identity & Access Management (IAM) solution. With one powerful and cost-efficient Identity-as-a-Service (IDaaS) platform, Tools4ever answers your organization's increasingly complex IAM challenges.

## CHALLENGES

More than ever before, organizations are relying on cloud-hosted IT resources to drive success. The transition from on-premise brings new challenges. Providing users with simple yet safe access to disconnected resources remains a constant challenge. The IT team must manage this multiplication of accounts from provisioning, to new requests, to password resets, to deactivation. IT management burdens can quickly add up, while demanding regulations exacerbate any missteps.

## SOLUTION

HelloID is a complete, cloud-based IDaaS solution that streamlines secure access, optimizes organizational efficiency, and minimizes compliance risk. HelloID's end-to-end IDaaS platform does it all from a user-friendly and secure dashboard without breaking the bank. Setup and configuration are completed in just a few hours, with Tools4ever providing automatic updates and maintenance moving forward. Designed to run in a highly-secure Microsoft Azure cloud environment tested by Deloitte Risk Services every 6 months, HelloID helps your organization wave goodbye to management, security, and compliance worries.

# HELLOID MODULES

HelloID can provide solutions for many of the challenges organizations encounter with their User Account Management process:

1

## AUTOMATED PROVISIONING

Error-prone and time-consuming manual processes are eliminated. No more communication bottlenecks between IT & HR.

2

## SERVICE AUTOMATION

No more running around for signatures—HelloID submits requests to the right people the first time, every time.

3

## ACCESS MANAGEMENT

Increase security with multi-factor authentication (MFA) for any application or even the entire portal.

## PROVISIONING

Creating, modifying, and deleting user accounts is still a complex, time-consuming, and error prone manual task in many organizations. Relying on manual management results in expensive licenses remaining active, forgotten rights, and the risk of former employees retaining access to their old accounts.

With HelloID Provisioning, organizations can easily migrate to an automated user account solution. By linking HelloID to the HR system, employee data is entered into one single system and synchronized with all other systems. Accounts are automatically configured for new hires, and job changes of current employees automatically lead to changes in their rights and licenses. Changes are implemented quickly, error-free, and efficiently.

## ACCESS MANAGEMENT

HelloID offers authenticated users 24/7 access to cloud applications and resources from anywhere and on any device. Configurable policies and authentication methods safeguard the HelloID dashboard – including Multifactor Authentication (MFA). HelloID supports all Single Sign-On protocols (e.g., SAML, OpenID, etc.) to connect users to their cloud applications.

# SERVICE AUTOMATION

HelloID's Service Automation (Self-Service) provides users, managers, and resource owners with request/approval processes right from their dashboard. Users request access to a resource, and a notification is sent directly to the configured manager for one-click approval/denial. HelloID automatically processes and logs the request without the need for helpdesks, run-arounds, or signatures. Request processes can be configured for everything from applications to data shares to equipment sign-outs.



## DYNAMIC FORMS

HelloID allows you to build custom dynamic forms to streamline time-consuming tasks. For example, you can build a form to delegate group management to non-IT staff: simply search for a user, select from the filtered results, use a dropdown to select the specific group, and submit – job done. Additional power and flexibility are at your fingertips when you leverage HelloID's PowerShell engine and external APIs.

## AUDITS & SECURITY

HelloID logs all user and admin activity – authentication attempts, unique logins, resource requests, and more – while tracking every process stage. Readily available reports eliminate surprises, ensuring your organization can trace who did what and when.