# Digital Identity for the Media and Telecommunications Industry

*Rapidly monetize identity across all devices and platforms*

## Enable Telco-Grade Hyperscaling

It's become increasingly challenging to deliver secure, seamless, and scalable digital experiences across all devices, platforms, and customer touchpoints.

Building a real-time view of customer needs across all devices helps you drive revenue, customer retention, loyalty, and their average product holding APH, while integrating identity across multiple platforms helps you to meet peak demand.

But integrating value-added offerings across multiple home-grown and legacy IAM systems is expensive, slow, and susceptible to fraud and cyberattack.

ForgeRock helps leading media and telecommunications organizations deliver frictionless and personalized experiences across web, mobile, smart TV, and connected IoT devices.

With the purpose-built ForgeRock Identity Platform, it's now possible to deliver telco-grade security and experiences without compromise across multiple organizational and geographical boundaries while accelerating digital investments.

### Key Benefits

**Enable Elastic Scaling**
Ensure customer experiences meet guaranteed uptime across millions of identities and all touchpoints.

**Build a Real-Time View of Needs**
Connect and synchronize multiple identity stores across your extensive ecosystem at pace.

**Empower Family and Peer Sharing**
Give customers the ability to delegate authorization and enable access across their peer groups.

## Capabilities

**Enterprise-Grade Customer IAM**
Deliver seamless, personalized, and secure experiences across all web, mobile, smart TV, and IoT devices.

**Securely Deploy Across All Brands**
Accelerate value from mergers and acquisitions (M&A) by easily configuring access journeys across multiple platforms.

**Scalability, Performance, and Resiliency**
Meet peak demand by building consistent deployments across on-premises, cloud, and hybrid infrastructures.

**E-Commerce Modernization**
Accelerate ROI on headless e-commerce investments by putting modern CIAM at the core of the tech stack.

**AI-Driven Fraud Prevention**
Assess threats and risky behaviors in real time to introduce appropriate amounts of friction at the right time.

## Our Approach

ForgeRock helps leading media and telecommunications organizations deliver exceptional customer experiences across all touchpoints.

The ForgeRock Identity Platform is both comprehensive and simple to use. It is the only platform that can be implemented across an organization for all identities and use cases (customer, workforce, partners). And it's the only platform that offers feature parity across all delivery options, including on-premises, any cloud environment, and as a service.

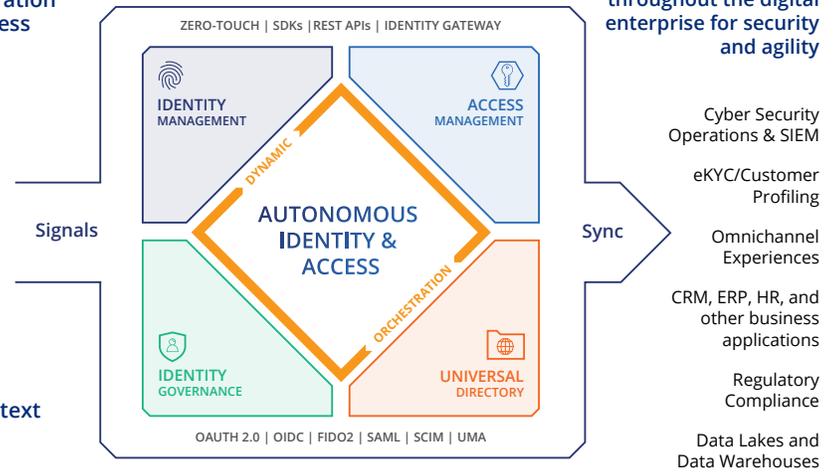**100+ inputs for identity, orchestration and dynamic access decisioning**

**Business Context**
Transactions Resources, Scopes

**Security Context**
AI/ML, Fraud, Security, Behavior

**Identity Context**
Identity Proofing, Social

**Relationship Context**
User-User and User-Device relationships

Signals

### One Platform. All Identities. Any Cloud.

ZERO-TOUCH | SDKs | REST APIs | IDENTITY GATEWAY

IDENTITY MANAGEMENT

ACCESS MANAGEMENT

DYNAMIC

AUTONOMOUS IDENTITY & ACCESS

ORCHESTRATION

IDENTITY GOVERNANCE

UNIVERSAL DIRECTORY

OAUTH 2.0 | OIDC | FIDO2 | SAML | SCIM | UMA

Sync

**Send rich signals throughout the digital enterprise for security and agility**

Cyber Security Operations & SIEM

eKYC/Customer Profiling

Omnichannel Experiences

CRM, ERP, HR, and other business applications

Regulatory Compliance

Data Lakes and Data Warehouses

## Why Media and Telecommunications Organizations Choose ForgeRock

### No-Code Orchestration
Reduce time to value, cut costs, and enable A|B testing to ensure the right journeys at the right time, using a simple, drag-and-drop UI in Intelligent Access Trees.

### Rapid IAM Modernization
Connect legacy identity stores to transition away from IAM legacy at a managed pace and accelerate your ROI on digital investments.

### One Platform for All Identities
Elevate experiences and security across customer, workforce, partner, and IoT-enabled identities with purpose-built IAM.

### Deployment Flexibility at Scale
Optimize your on-premises, cloud, and hybrid estate with modern IAM to meet peak demand and reduce time to value.

**To learn more:**
https://www.forgerock.com/industries/communications-and-media

## Business Outcomes

**45M**
Users

### Deliver at Scale
Give your customers access to digital services when needed
*British Broadcasting Corporation*

**110+**
Service

### Consolidate Identity
Deliver multiple services across all ecosystem platforms.
*Swisscom*

**30%**
Reduction

### Reduce Fraud
Automatically flag and resolve risky access requests in real time.
*A Leading U.S. Telecommunications Provider*

**ALL**
Channels

### Harness Immersive Experiences
Leverage web, mobile, smart TV, and IoT devices to learn about your customers.
*An International Media Provider*

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