ForgeRock

ForgeRock Identity Cloud: Onboarding Services Packages

Give Your Identity Cloud Deployment a Kick Start

Achieving a rapid time to value in implementing any cloud service is fundamental to the success of the project and to achieving the strategic goals set out by your organization. When it comes to identity, this is doubly true: a well-planned and timely rollout can have a positive impact on both security and the end-user experience.

At ForgeRock, we're invested in your successful journey to the ForgeRock Identity Cloud. That's why we have created four distinct **Cloud Onboarding Services** to help with your adoption of the ForgeRock Identity Cloud. We back this service with our team of experienced cloud professionals to partner with you strategically and tactically every step of the way. We work hand in hand with your team(s) to ensure you see the results you expect, when you expect them.

Four Packages.
Find the Right Fit for You.

There are four ForgeRock Identity Cloud Onboarding packages.* Start with *Foundations* for initial setup to get you going, or choose from one of the other three services as your specific needs dictate. Each successive package includes the services of the previous package(s). This approach ensures that your Identity Cloud implementation project remains aligned and on track to serve your top-priority use cases.

Cloud Onboarding Services Packages

We Help You With:	FOUNDATIONS Administration and Base Product Configuration	QUICKSTART Modeling Your Data	ADVANCED System Integration	FLEX Wherever Your Cloud Takes You
Initial basic setup of infrastructure corresponding to your stated needs	✓	✓	✓	✓
Transfer of existing identities and/or interconnectivity with the ForgeRock Cloud Service		✓	✓	✓
Linking existing third-party services, and/or applications to **use the Identity Cloud platform**			✓	✓
Mapping Customer Journeys			✓	✓
Design and Configure Scripted Extensions				✓
Custom Onboarding Services by Request				✓

Reach out to ForgeRock or a ForgeRock authorized partner for pricing and package details.

Four Packages.
Find the Right Fit for You.

All ForgeRock onboarding packages focus on targeted outcomes that achieve the goals you tell us are important to you. The capabilities of each package are summarized below.

FOUNDATIONS

The most basic package, **Foundations** focuses on the initial setup and configuration. If you are comfortable working with cloud, or your setup is basic, **Foundations** is your package. Some of the activities include:

- Establish development environments.
- Provision Identity Cloud tenants, including setup/ configuration of designated administrators.
- Demonstrate basic tenant administration tasks.
- Establish and configure password policies and UI theming.
- Demonstrate Config promotion process.

QUICKSTART

Identities? You've got them, and we can help you transition them into the ForgeRock Identity Cloud with the **QuickStart** package. Activities may include:

- Provide guidance to support a data model (for identities, groups, and/or organizations).
- Configure Remote connector servers(RCS) for identity synchronization with out-of-the box (OOTB) connectors.
- Establish and configure synchronization mappings.
- Support the deployment of remote connector servers (RCS) in your environment(s).

ADVANCED

When your needs are extensive, we've got you covered with the **Advanced** package. Activities may include:

- Design and configure authentication journeys.
- Design and configure self-service journeys.
- Support integration for Security Assertion Markup Language (SAML) applications.
- Support integration for OAuth 2.0/OpenID Connect (OIDC) application(s).

FLEX

The ultimate set of capabilities, **Flex** is built to order. You define the services you need, and we'll make it happen, with activities that may include:

- Design and Configure Scripted Nodes.
- Design and Configure Scripted OIDC/OAuth extension(s).
- Support integration for Agents/ IG/ SDK Protected Application(s).
- Design and Configure Scripted IG filter(s).
- Support the deployment of Edge components (Agents/IG/SDK) in your environment(s).
- Support building Scripted (REST/SQL) Remote Connector Server.
- Design and Configure Scripted IDM Extension(s).

Leverage Our Team of Experienced Cloud Professionals

Selecting a Cloud Onboarding Services Package is just the beginning. Your ForgeRock Identity Cloud Onboarding Team has expertise in project management, identity architecture, use case modeling, optimization analysis, and general development best practices.

We provide you with industry-leading expertise and guidance in the design, development, and deployment of your identity solution.

Cloud Architect

Your Cloud Architect works with you from the opening day of the project to understand and document your technical use cases and requirements.

Technical Consultant

Your Technical Consultant works with you in an advisory capacity to help you implement the solution, and to guide and mentor your team.

Customer Deployment Manager

Your Customer Deployment Manager is your project manager and acts as the liaison between your team and ForgeRock personnel to meet your specific expectations.

Customer Success Manager

Your ForgeRock Customer Success Manager assists you after go-live in attaining your business goals and ensuring you get maximum value from your investment.

Experience End-to-End Support

We want your organization to leverage the power of the ForgeRock Identity Cloud Platform so you can achieve your time to value smoothly and quickly. During the pre-sales phase, we take a prescriptive approach that focuses on aligning your priority use cases with the right Identity Cloud Onboarding Package. We will work with you throughout all project phases, from kickoff to go-live.

Kickoff

At the Kickoff meeting, we bring the ForgeRock and customer/partner teams together for introductions, sharing roles and responsibilities, and reviewing the project scope, timeline, and success criteria. Right from the outset, our team works with yours to understand your requirements, goals, and timelines. We can then adjust the plan to meet your specific outcomes.

Design

During the Design phase, your Technical Consultant (TC) serves as your guide, mentor, and trainer. They provide your team with expert ForgeRock knowledge and will recommend design solutions for Identity Cloud that are optimized for your organization.

Development Assistance

The goal of ForgeRock's Development Assistance is to provide hands-on training and mentorship, along with expert knowledge transfer during the implementation.

All activities are supported by virtual sessions with your ForgeRock Cloud Professional Services Team and will be scheduled by your Cloud Deployment Manager.

Testing

ForgeRock believes that successful outcomes are achieved by implementing best practices for application development, staging, and production deployment. ForgeRock will help define and review the required functional and nonfunctional testing of the bundled identity integrations.

Go-Live

Your ForgeRock Customer Deployment Manager will work with you to define your Go-Live plan based on your requirements and timelines. Your ForgeRock team will be available to support and assist as required to ensure your company's success.

Once Go-Live is complete, the ForgeRock Cloud Deployment Manager will provide documentation outlining the project plan, statistics, and metrics. They will schedule a wrap-up meeting to sign off on the statement of work. The ForgeRock Support Services Team will continue to provide ongoing support and maintenance.

Success Is a Team Effort

It's all about achieving the result you need. We understand the critical role that identity plays in your digital strategy. Our team of experts is dedicated to your success and will work with you every step of the way as you implement ForgeRock Identity Cloud.

For more information, visit the ForgeRock Cloud Onboarding web page online.

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