Becoming a Trusted Identity Provider
GSMA Mobile Connect

Building on to the concept that a mobile device is both secure and convenient, GSMA Mobile Connect was developed to enable you – as a mobile network operator (MNO) or wireless service provider – to offer trusted Identity Provider (IDP) services to your customers and partners.

What is Mobile Connect?

GSMA Mobile Connect is a standards-based secure universal log-in solution using the mobile phone as an authentication mechanism. Simply by matching the user to their mobile phone, Mobile Connect allows individuals to log-in to websites and applications quickly without the need to remember passwords and usernames.

In a connected society MNOs have an opportunity to capture a significant share of customers' digital footprint by establishing themselves as a secure and trusted custodian of personal information and data. Keys to realizing such ambitions are the need to establish trust and maintain security, while providing convenient, frictionless channels for customers.

Leveraging Mobile Connect as an interoperable standard, MNOs are well suited to differentiate themselves by becoming trusted IDPs, providing customers with a convenient choice to reduce the sprawl of their digital footprint.

ForgeRock and Mobile Connect

ForgeRock is certified compliant with GSMA Mobile Connect, which is based on core industry standards including OpenID Connect (OIDC) and OAuth2.0, that also underpin other complementary services provided by the ForgeRock Identity Platform™. Mobile Connect is configured and enabled as an Identity Authentication service within the ForgeRock Identity Platform. This service can then be combined with other value-added solutions within the ForgeRock Identity Platform, including profile and privacy management controls, trusted relationship management, and adaptive security intelligence for users and IoT scenarios

In this way, ForgeRock enables MNOs to provide innovative customer identity services that work in concert with GSMA Mobile Connect. In the future ForgeRock

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anticipates that the emergence of connected consumer IoT devices and IoT-based smart services and solutions, often delivered over mobile networks, will drive new use cases and opportunities for GSMA Mobile Connect-based identity management services.

The Mobile Connect Market Opportunity for MNOs

Consumer fatigue is increasing as digital footprint continues to sprawl. Maintaining accounts, profiles and preferences in multiple places is an ever-increasing burden, whilst awareness and concern regarding identity theft and application security is beginning to change consumer attitudes and behaviors when it comes to the decisions and choices they make regarding the digital brands they trust and use.
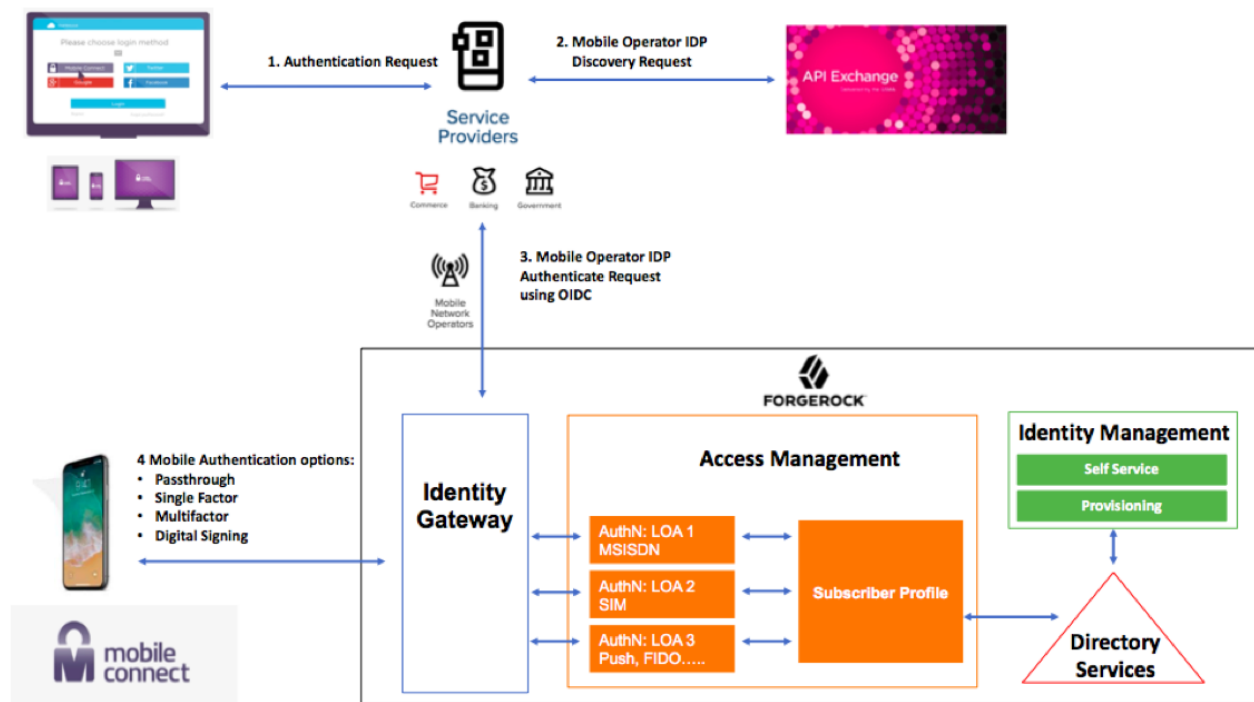
Over-sharing of information, and 'information leakage' within ecosystems, is adding to increasing levels of consumer anxiety in the light of high-profile data breaches that hit the headlines almost on a daily basis. Now more than ever consumers see a positive link between easy-to-use, intuitive digital experiences, and trust in the brands that deliver them. This rise of the "savvy consumer"

presents an opportunity for MNOs to establish themselves as strategic players in the globally connected digital ecosystem.

Through Mobile Connect, the GSMA enables trusted and secure interactions with this standardized ecosystem for digital identity authentication. For application developers and service providers, Mobile Connect offers a standards-based mechanism for customer authentication across a potential global audience of billions of mobile subscribers, and an opportunity to differentiate how customers access their services and applications. When combined with high levels of Assurance KYC ('Know Your Customer') processes, regulations and standards – such as eIDAS, for example – it offers a highly secure solution for digital identity authentication.

Rethinking Customer Identity

Working with MNO's as a trusted identity provider enables ecosystem partners, developers and service providers to rethink their customer and identity information needs, reinventing customer journeys and minimizing the burden created by digital sprawl. For example, with Mobile Connect, stakeholders can start meaningful customer

ForgeRock supports GSMA Mobile Connect which is based on core industry standards, including OIDC and OAuth2.0.

journeys and on-boarding processes using the minimum amount of user knowledge required to offer and deliver that service. This "Minimum Viable Profile" should become top of mind for service developers - the less personal information they obtain, the lower the exposure to fraud, and to regulatory scrutiny. In many instances they may find they can even operate on a zero knowledge basis, effectively outsourcing the collection and storage of customer data to their MNO partner acting as a Trust Identity Provider.

GSMA Mobile Connect and its future evolution should form a part of every MNOs digital transformation strategy and vision, extending across their various lines of businesses, across their geographic jurisdictions and across their service provider ecosystems. Personal mobile devices are a de-facto standard in today's connected world. For MNOs, mobile devices offer a bridge to continued strategic relevance in the word of the digital consumer.

/ ABOUT FORGEROCK

ForgeRock® is the Digital Identity Management company transforming the way organizations interact securely with customers, employees, devices, and things. Organizations adopt the ForgeRock Identity Platform™ as their digital identity system of record to monetize customer relationships, address stringent regulations for privacy and consent (GDPR, HIPAA, FCC privacy, etc.), and leverage the internet of things. ForgeRock serves hundreds of brands, including Morningstar, Vodafone, GEICO, Toyota, and Pearson, as well as governments like Norway, Canada, and Belgium, securing billions of identities worldwide. ForgeRock has offices across Europe, the USA, and Asia.

www.forgerock.com

/ TECHNICAL HIGHLIGHTS

GSMA Mobile Connect is configured and enabled as a service in the ForgeRock Identity Platform, which is certified compliant for Mobile Connect Authentication 'out of the box.'

GSMA Mobile Connect is based on standards including OIDC and OAuth 2.0.

GSMA Mobile Connect services leverage the telco-grade characteristics of the ForgeRock Platform for performance and availability, and as such is massively scalable to millions of individuals and devices.

GSMA Mobile Connect complements Customer Identity and Access Management (CIAM) services across the ForgeRock Identity Platform. Value-added functions include profile and privacy management, delegated user-managed access, intelligent authentication and authorization options, trusted IoT security, and the ability to connect APIs, services, and legacy integrations to anything.

The ForgeRock Mobile Connect solution provides open APIs for ease of integration into service provider vertical market eco-systems (e.g. Financial Services, retail, Automotive, Government , etc.) many of whom use ForgeRock around the globe as their Customer Identity Management platform today.