

Elevate the Citizen Experience and Strengthen Security

ForgeRock Customer Identity and Access Management for Government

The ForgeRock Customer Identity and Access Management solution helps government agencies and organizations achieve their mission and digital transformation goals by enabling them to engage citizens faster, deliver great experiences, and protect their citizens.

Citizen experience is the beginning, middle, and end of governing success and many failures. Digital transformation is the new normal for creating great citizen experiences.

However, with every successful digital transformation and excellent citizen experience come new challenges, such as mitigating online fraud and complying with data privacy regulations. Online fraud has incurred up to \$42 billion in losses between 2018 to 2020.¹ Complying with data privacy regulations requires a whole new level of digital transformation.

¹ [Fighting fraud: A never-ending battle - PWC Global Economic Crime and Fraud Survey, May 2020](#)

The Challenges of Digital Citizen Services

Government agencies and organizations can build long-term digital adoption and profitability by offering a fully secure and seamless citizen experience. But poor experiences are rampant. Most, if not all, potential citizens dread registering and having to remember another username and password combination. When confronted with a long registration form, they abandon the site, especially if the site requires them to register before they can browse through the offerings.

Account lockouts are another problem. If citizens only visit a site a few times a year, the website's password expiration policy might require password reset. If the reset flow is broken, citizens cannot log back in, even if they want to. Government agencies and organizations can expect to suffer from lost citizen engagement as a result of these poor processes.

Security and compliance is also a big concern for any government agency or organization with citizen-facing services. Outdated security controls that fail to protect citizen data not only put the citizen at risk, but the nation itself.

“At Philips, we’re on a mission to improve people’s lives and to empower people to take better care of themselves and others. With ForgeRock, we are able to design innovative data-sharing and consent technologies into our HealthSuite Digital Platform that make it possible to foster consumer and patient trust.”

Jereon Tas,
Chief Innovation & Strategy Officer, Philips

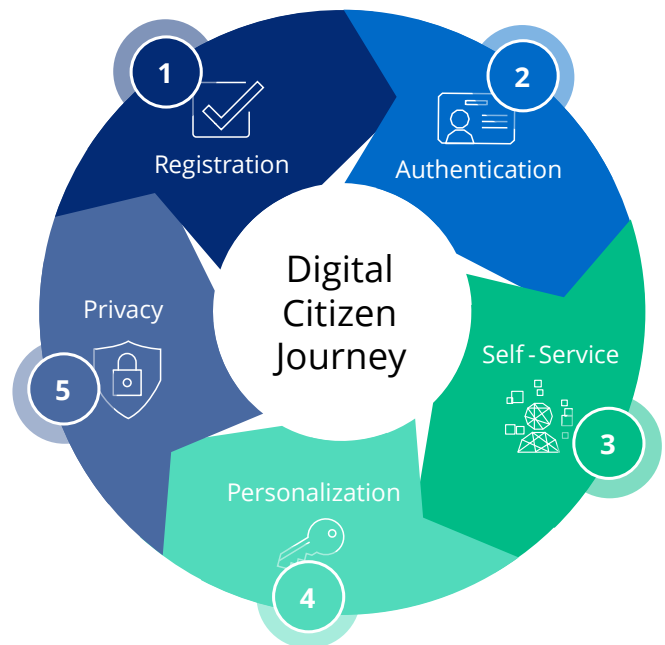
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Modernizing the Digital Citizen Journey

To grow digital citizen engagement and retention, government agencies and organizations need to evolve and adopt a modern, scalable citizen-focused identity and access management (CIAM) solution.

Government agencies and organizations want to engage citizens faster while delivering and securing great user experiences. Citizens should be able to move securely and seamlessly across the digital citizen journey, as they register, authenticate, and manage their own passwords and preferences through self-service. Each citizen gets a personalized journey across any digital channel, based on the preferences they select and the information they provide.

By providing these capabilities, government agencies and organizations can reduce citizen disengagement, accelerate conversion rates, and increase citizen loyalty.



Why ForgeRock?

Every government agency and organization has unique needs, and they want a solution that fits with their unique processes. ForgeRock's philosophy is to meet government agencies and organizations where they are and help them move to their targeted stages of digital transformation. ForgeRock Customer Identity and Access Management (CIAM) is a modern identity and access management solution that allows government agencies and organizations to quickly engage and retain citizens and drive revenue, loyalty, and trust.

Here are some of the reasons why governments worldwide choose ForgeRock.



A Single Platform for All Digital Identity Needs

The ForgeRock platform supports all identity types, with a comprehensive and extensible platform for identity at any scale.



Simpler and Faster Time to Value

ForgeRock supports whatever deployment model works for the government agency or organization, whether it is a cloud-first deployment model with true data isolation, an on-premises deployment supporting existing citizen facing applications, or a hybrid.



Smarter and More Secure

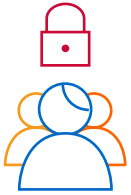
Intelligent, no-code access orchestration for user journeys makes it easy to design consistent and successful authentication journeys for a multitude of use cases. ForgeRock can handle it all: simple username and password-based authentication, single sign-on, usernameless and passwordless authentication, self-service password resets, and fine-grained contextual authorization.

Analysts Agree

ForgeRock is the only vendor recognized as a Customer Identity and Access Management Leader Across The Top Three Analyst Firms:

- **"Leader" in the Gartner Magic Quadrant for Access Management, 2020**
- **"Leader" in the KuppingerCole Leadership Compass for CIAM Platforms, 2020**
- **"Leader" in the Forrester Wave: Customer Identity and Access Management, Q4 2020**

Benefits



Engage Citizens Faster

- **Accelerated Conversion Rates:** Convert anonymous website visitors to known active and registered users. Give citizens a choice on how to register: with username and password or through a social identity provider, such as Facebook, Google, LinkedIn, and others. Mitigate “registration fatigue” and abandonments caused by lengthy registration forms. Allow them to register with just an email address and then provide more information over time using the progressive profiles feature.
- **Higher Retention Rates:** Build citizen trust gradually while collecting more information through subsequent logins: such as phone number and address. ForgeRock progressive profiles help build more comprehensive citizen profiles over time.
- **Increased Loyalty and Trust:** Allow citizens to better manage granting and withdrawal of consents and permissions, along with terms of service and privacy preferences from a convenient central console across multiple data services.



Deliver Great Experiences

- **Omnichannel Revenue:** Enable consistent citizen profile and choice to all applications, ensuring a consistent and personalized experience across all digital channels, including web, mobile, and kiosk.
- **Reduced Churn:** Citizens demand fast and seamless access. Slow performance, and authentications that get hung up are a sure path to abandonment. Citizens can reset their own passwords and manage their own preferences for personal profile, marketing opt-ins, and authentication methods.
- **Increased Long-Term Profitability:** By delivering great citizen experiences, government agencies and organizations can promote more services.



Protect Your Citizens

- **Secure Access Experiences:** Achieve both security and convenience with a broad range of web and mobile authentication methods, self-service password resets, citizen identity verifications, password authentication, and more.
- **Identity-Driven Fraud Mitigation:** Design and implement user journeys to reduce the total cost of fraud. ForgeRock supports orchestration of numerous third-party anti-fraud, behavioral biometrics, and identity-proofing solutions to validate citizen authentication and protect against identity theft.
- **Compliance with Privacy and Consent Regulations:** ForgeRock helps government agencies and organizations comply with data regulations via privacy and consent capabilities, including multi-tenancy, data isolation, and encryption.

About ForgeRock

ForgeRock, the leader in digital identity, delivers modern and comprehensive Identity and Access Management solutions for consumers, employees and things to simply and safely access the connected world. Using ForgeRock, more than a thousand global customer organizations orchestrate, manage, and secure the complete lifecycle of identities from dynamic access controls, governance, APIs, and storing authoritative data – consumable in any cloud or hybrid environment. The company is privately held, and headquartered in San Francisco, California, with offices around the world. For more information and free downloads, visit www.forgerock.com or follow ForgeRock on social media.

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