



the perfect RFP questions for customer iam

whitepaper

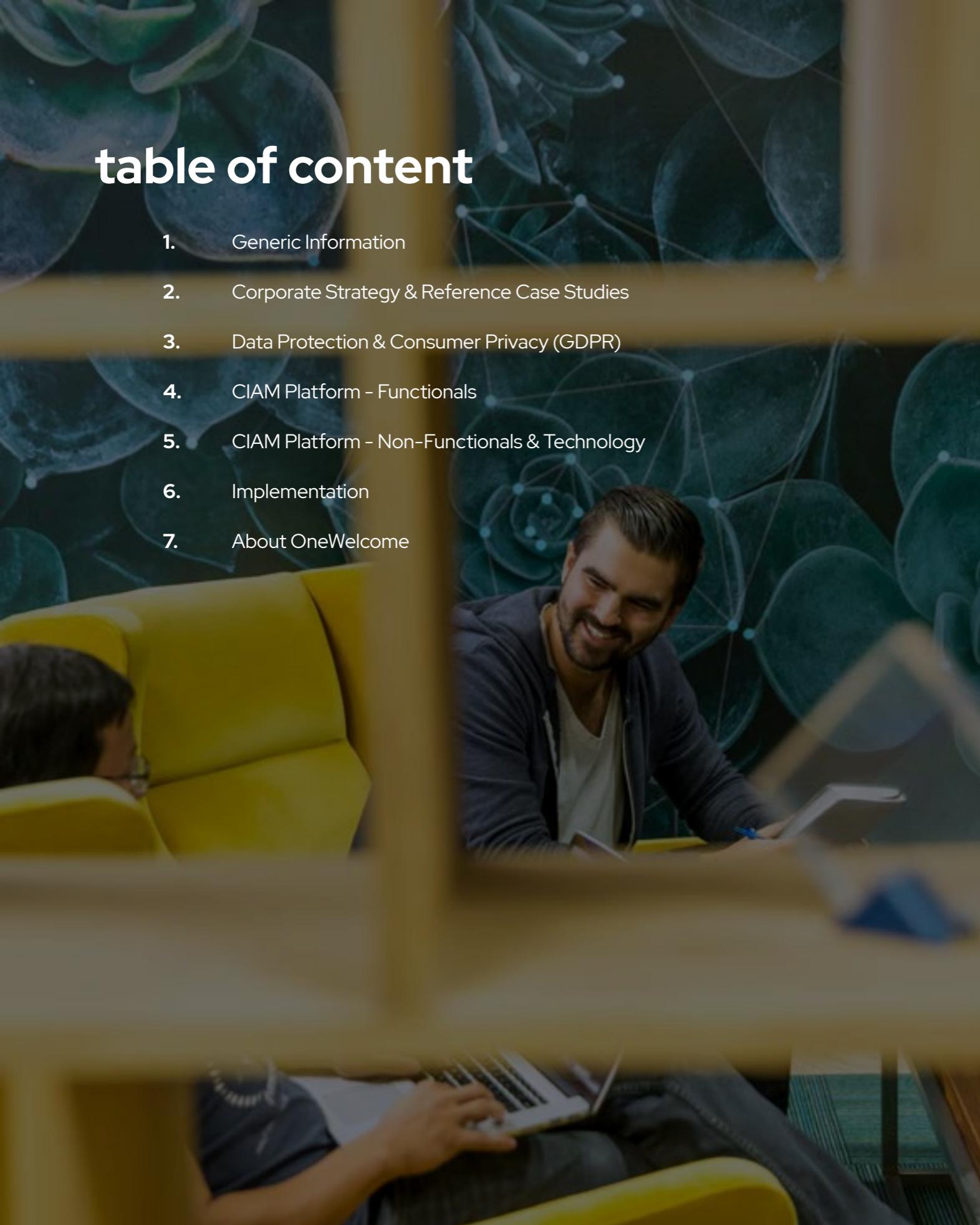


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1. generic information

1. Please provide us with your company profile, including a short description of the company's history, the number of employees, an overview of your customers and your geographical orientation (national or international).
2. Please describe your strategic goals for the upcoming three years.
3. Please provide us with your vision on Customer Identity and Access Management (or: Customer IAM) solutions.
4. Please describe the development of your organisation over the past few years.
5. Are there other parties involved in the realisation of your offer?
6. Please provide us with your organisation's key financial numbers over the last three years (e.g. financial statement).
7. Why are you our best partner to deliver Customer IAM?

2. corporate strategy & reference case studies

1. Please describe your experience with delivering Customer IAM solutions.
2. How many clients do you have and what is the average size measured in numbers of identities? What is the largest single deployment of your services?
3. Please provide 3 reference cases similar to our request.
4. Please provide analyst reports or other independent studies that illustrate your achievements in the Customer IAM area.
5. Please describe some areas in which your organisation has had significant impact in the area of Customer IAM.
6. Please share your strategy and vision concerning the solution?
7. Do you have relevant customer case studies available? If so, please share.
8. What partnerships do you have in place that could be beneficial to us?

 **Note:** This document is clickable.

Navigate through the document by clicking on the chapters, buttons and links.

3. data protection & consumer privacy (GDPR)

1. Please explain how your solution allows consumers to view and edit their personal data?
2. Please explain how your solution allows to obtain consent for non-contractual attributes (including purpose of use) ?
3. Please explain how data portability is implemented in your solution.
4. Please explain how consent lifecycle management is incorporated in your solution?
5. Please explain how you handle, store and protect data that falls in the category 'special categories of personal data'?
6. Please explain how consumers can withdraw consent when using your solution, including the APIs to be used by your consumers' web applications to ask for, change, and remove consent?
7. Please explain how you handle the situation where consent is given or authorised by the holder of parental responsibility over the child, for the processing of the child's personal data?
8. Please explain how your solution can support us with data minimisation.
9. Please explain how you support the 'right to erasure'? Detail how you deal with attributes that are needed to be stored from a legal/regulatory perspective? And how you communicate exceptions to the consumer?
10. Please explain how you support data retention on all personal data collected. Please also include in your answer what happens when consumers exercise their 'right to erasure'?
11. Please explain how you have incorporated privacy by default as well as privacy by design in your solution?
12. How can your solution help us to audit on GDPR compliancy?



4. CIAM platform - functionals

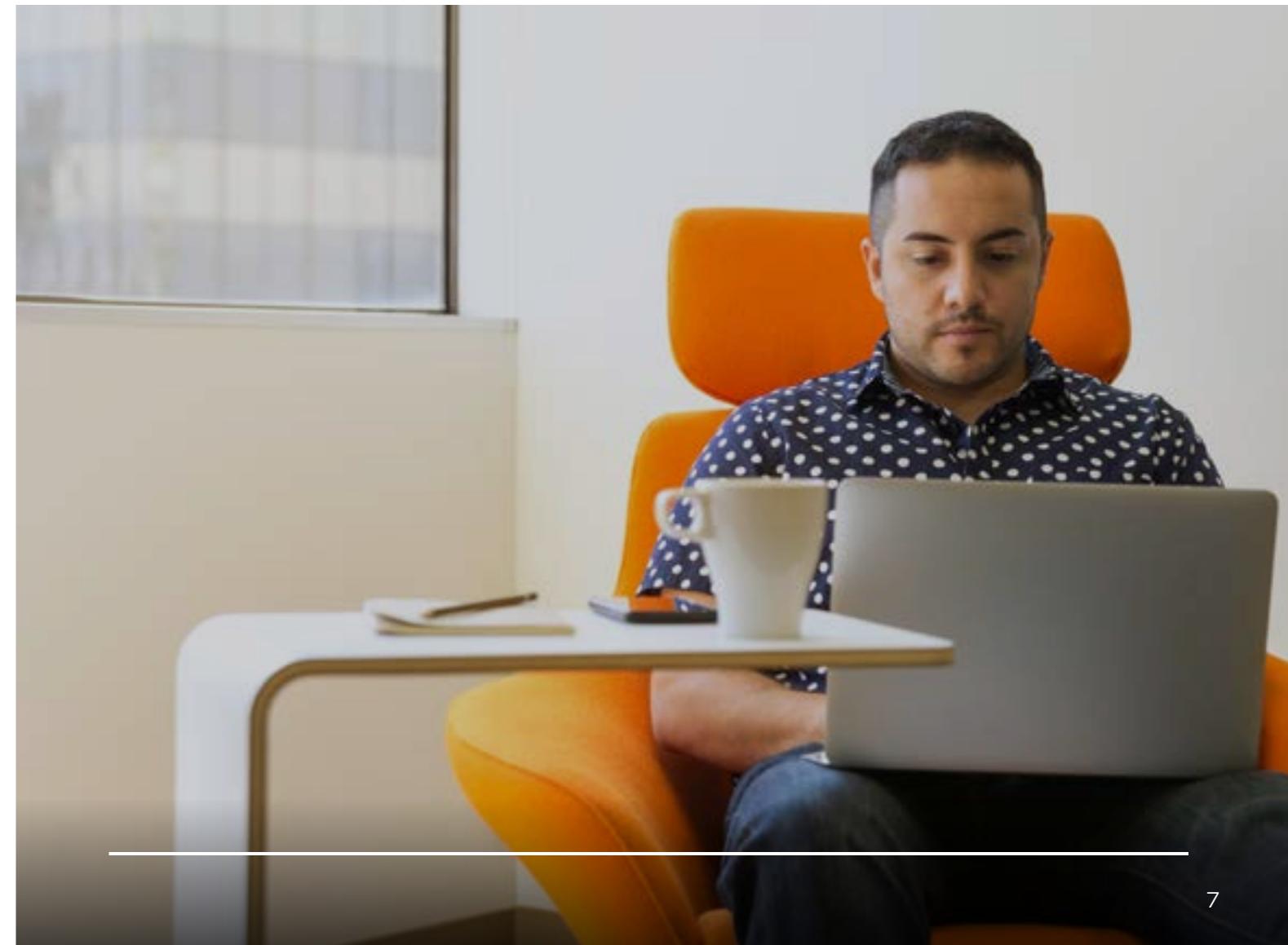
1. What self-registration and social login (Facebook, LinkedIn, Google) options do you offer?
2. Does your solution allow Internet-of-Things devices to be connected to a consumer's identity? Please elaborate.
3. Does your solution allow relationships to be connected to a consumer's identity? Please elaborate.
4. Does your solution allow for mandating other individuals on a consumer's behalf? Please elaborate.
5. Does your solution support single sign-on? And can it block users after failed logins?
6. What open standards does your platform support for identity federation and Single Sign-on?
7. What types of authentication does your solution support? Please elaborate per type of authentication.
8. What self-service (including password reset) options do you provide for the consumer?
9. What options for identity validation & proofing do you offer?
10. Do you support multi-layered (delegated) user management? Please elaborate.
11. How do you support our customer care department with identity-related issues? What do you offer in terms of provisioning (e.g. real-time, just-in-time, (de-) provisioning)?
12. (If applicable) Our organisation consists of multiple brands; can we serve all brands with one identity infrastructure without losing brand identities (and corresponding features)?
13. Does your solution support access based on attributes and user delegated access (User-Managed Access / UMA)? Please elaborate.
14. Does your solution support KYC and progressive profiling? Please elaborate.
15. How can we use consumer identity data intelligence from your platform for marketing & sales purposes? Please explain what types of data can be used and how.
16. Please explain how the product suite provides for the configuration of policies and rules.
17. What languages do you support? And what languages are you planning to support in the upcoming year?

5. CIAM platform non-functionals & technology

1. How does your solution address scalability and performance?
2. What browsers does your solution support?
3. Where are the main locations of your data- and back-up centres? Do you only support data centres in Europe?
4. Do you provide Business Continuity and/or Data Recovery services? If so, please elaborate.
5. What service level options do you provide?
6. What DDoS mitigation measures have you taken?
7. What options do you offer with regard to monitoring availability and performance for your customers?
8. Can you please elaborate on the way you have organised the main security elements of your solution?
9. Can you please provide us with your certificates and standards (with proof) in the area of security and privacy?
10. How do you inform clients on maintenance and patch releases?
11. Do you provide 24/7 monitoring?
12. Does your solution allow for a private tenant deployment? Please elaborate with scalability in mind.
13. Please provide the tenancy possibilities of your solution? How scalable is this?
14. Please provide a list of different APIs including a short description.
15. Please explain your possibilities with regard to continuous delivery?
16. How do you provide support for developers?
17. How do you manage key encryptions and password hashing?

6. implementation

1. How many implementation did you do in our industry sector during the last three years?
2. Please provide us with evidence supporting your solution's decreased time to market?
3. Please explain what your customer onboarding process looks like and what your onboarding team will look like?
4. Which consultancy and implementation partners do you recommend?
5. What are the prerequisites before we can start implementation?
6. Please explain your preferred delivery model taking into account your resources, knowledge level, input and orchestration?
7. Do you have your own IAM consultancy practice able to guide us in digital transformation processes? If yes, please provide us with some customer cases.
8. What is your lead-time for an out-of-the-box tenant delivery and with what preconditions on our side?





about OneWelcome

OneWelcome is Europe's #1 cloud Identity platform. We give organisations in finance and other selected industries the agility and speed to provide their consumers and business partners secure & seamless access across portals, apps and things. Trusted identities and easy access are the corner stone in any winning digital strategy; with OneWelcome's cloud service that's all being taken care off. Born and headquartered in Europe, OneWelcome provides features such as Flexible Onboarding, Identity Validation, Consent Management, GDPR support, MFA and Delegation. All of this provided via multi-branded-UI and API's, making OneWelcome one of the most flexible CIAM solutions on the market. Analysts like Gartner and KuppingerCole have been recognising OneWelcome as a worldwide Product Leader with "Excellence" ratings since 2014. On top of that, OneWelcome is the largest certified supplier for the Dutch government ID 'eHerkenning', notified under eIDAS.

OneWelcome at a glance



richest product

Richest CIAM & B2B IAM capability in the market, Customer Journey Management, Consent Management, B2B Delegation and Mobile Identity.



customer-centric

OneWelcome offers a multitude of service options to support customers with their digital identity operations.



certified & compliant

OneWelcome complies with all European standards and is ISO27001 and SOC 2 type 1 & 2 certified.



true European player

In-depth understanding of European identity challenges, like GDPR, eID's, Bring-Your-Own-Identity and Identity Proofing.



trusted

Trusted by more than 100 customers across Europe and the Dutch Government for its identity infrastructure.



the analysts confirm

Recognised by Gartner and KuppingerCole as 'Product Leader' and 'CIAM & B2B IAM specialist'.

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