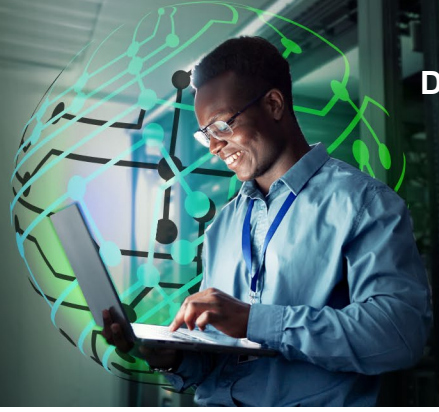
Deloitte.

Digital Identity



Digital Identity Service Center

Automate Identity Operations at Scale

THE CHALLENGE

Many organizations struggle to scale Identity and Access Management (IAM) because the hard part is not just configuring technology—it is moving people, process and data across hundreds or thousands of applications. App owners face repeated asks across overlapping product integrations, migrations, compliance campaigns, and audits. IAM teams need an approach that engages busy stakeholders, helps them manage complexity and creates repeatable momentum at scale.

WHAT IS DISC?

The Digital Identity Service Center (DISC) is a one-stop shop for identity transformation. It combines Deloitte's processes, change management, campaigns, reporting, automation, and AI capabilities to help organizations reduce the burden on their application teams to stay compliant with their access control requirements.

DISC's Access Agent extends identity controls to disconnected applications, automating provisioning, reconciliation, and compliance activities while reducing manual effort and accelerating time to value. Guided workflows and chatbots capture only the vital app-team input needed, at the right time, so teams can stay focused on their core responsibilities while IAM leaders gain consistency, evidence and visibility.

THE DISC ADVANTAGE

- **AI-guided Operations:** Leverages AI to centralize intake and workflows in a single portal, using chatbots, inferencing, completeness checks, and smart routing to reduce manual effort, and guide users to complete tasks at the right time.
- **Agentic IAM Hygiene:** DISC's Access Agent automates access cleanup, reconciliation, and audit evidence collection across disconnected applications, helping to reduce manual effort for fulfillment and compliance-related activities.
- **Change Management at Scale:** Prebuilt communications, reminders, escalation paths, and campaign playbooks help drive stakeholder participation, accelerate adoption, and improve outcomes across large-scale identity programs.
- **Predictable and Repeatable IAM Implementations:** Deloitte industrializes IAM delivery with repeatable methods, accelerators, and proactive controls that are designed to help improve consistency, reduce delivery risk, and strengthen stakeholder trust.

WHY SECURITY LEADERS TRUST DISC

DISC provides organizations with a trusted way to industrialize identity operations with one centralized platform backed by configurable workflows, real-time dashboards, and audit-ready evidence capture at every step. It extends control into the "last mile," automating disconnected applications, improving traceability, reducing manual effort, and strengthening auditability and identity risk management at scale to help organizations achieve more predictable, repeatable, and confidence-inspiring IAM outcomes.

Configurable workflows: Supports custom steps, forms, attributes, and multi-language workflows to enable tailored identity processes and standardized execution

Dashboards & adoption accelerators: Built-in dashboards provide visibility into process status, bottlenecks, and user engagement



Automated communications: Provides a change management model with prebuilt communication templates developed for organizations with thousands of applications

Integrated reporting: Provides a rich set of reporting capabilities used by large Fortune 500 clients

THE DELOITTE DIFFERENCE

Talent & Experience

- **Digital-first engagement** lets application teams engage on their own schedule, reducing barriers to adoption and engagement
- **Predictable delivery** uses guided workflows and templates to help standardize execution, reduce delays, and improve team consistency
- **Smarter team allocation** shifts teams from repetitive administration to higher-value governance, exception handling, and strategy work

Technology & Innovation

- **Configurable workflows** centralize intake, approvals, fulfillment, and reporting in one scalable identity operations platform
- **Access agent** extends identity controls into disconnected applications, reducing manual work where APIs are unavailable
- **Real-time visibility** provides dashboards, reporting, and bottleneck tracking to keep programs moving and issues visible

Compliance & Outcomes

- **Audit-ready evidence** captures records in each step, improving traceability from request through fulfillment and reporting
- **Built-in control checks** identify gaps early, improve quality, and strengthen compliance across identity workflows
- **Risk-based remediation** uses analytics and campaigns to identify and help remediate orphaned accounts, weak groups, and toxic access

SERVICE CENTER CAPABILITIES

Application Onboarding: Standard onboarding workflows, real-time reporting/analytics, and an AI chat/assistants for guided onboarding

Application Migration: Orchestrates end-to-end migration of apps and dependencies

Directory Analytics: Data correlation, relationship visualization, risk detection, and remediation campaign driving

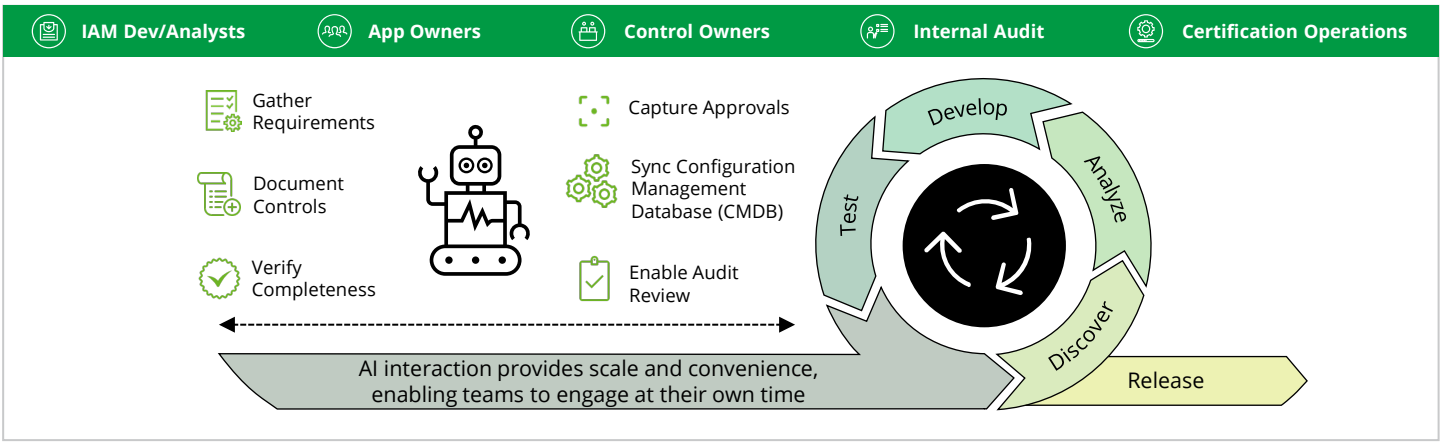
Certification Operations: Single portal for Completeness & Accuracy campaigns scheduling and real-time tracking for certification evidence evaluated with AI agents

SoD Compliance: Automates segregation of duty (SoD) compliance management using pre-built SoD rules and campaign execution

Account Onboarding & Analytics: Self-service safe creation and management, account vaulting, and compliance reporting

Entitlement Management: Generates entitlement descriptions from metadata/peer analysis with an interactive chat

Service Center: Automated & Accelerated App Onboarding



GET STARTED WITH SERVICE CENTER BY DELOITTE.

To learn more, visit Digital Identity Services or contact our team:



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