



CASE STUDY



EMPOWERING TELECOM IDENTITY TRANSFORMATION

Enabling Secure, Unified Access with UAE PASS &
IDM Technologies LLC



#SimplifyIdentitySecurity | #IdentitySecurityAdvocates

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Executive Summary

The Telecommunications and Digital Government Regulatory Authority (TDRA) partnered with IDM Technologies to modernize its identity and access infrastructure. The engagement focused on enabling a secure, compliant, and user-centric digital identity framework integrated with UAE PASS. The transformation ensured TDRA could meet its mandate for secure digital services and align with Dubai Smart Government regulations.

Introduction

As a key enabler of digital transformation in the UAE, TDRA required a future-proof Identity and Access Management (IAM) solution. Legacy systems posed limitations in scalability, integration, and compliance. IDM Technologies designed and implemented a centralized IAM framework with seamless UAE PASS integration to address TDRA's operational and regulatory needs.

Business Challenges

Prior to the IAM transformation, Telecommunications and Digital Government Regulatory Authority (TDRA) faced several systemic challenges:

01

Legacy Infrastructure
Incompatible with the latest IAM patches and protocols

02

Security Gaps
Vulnerabilities required urgent patching and process improvements

03

App Integration
Inability to support modern apps and external identity federation

04

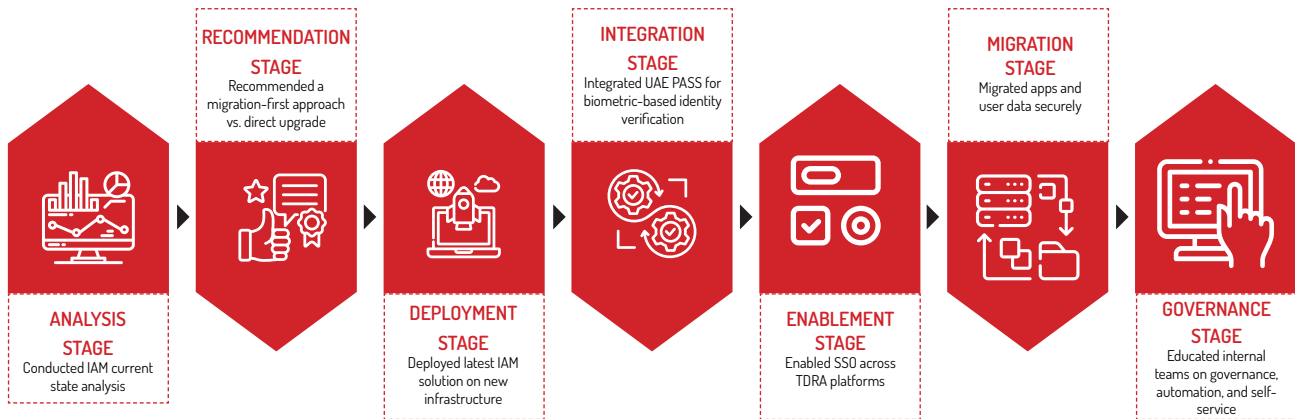
Lifecycle Management
Lack of centralized user onboarding/offboarding and audit

05

Compliance Risks
Misalignment with national digital identity standards and regulations



IDM Solution Overview



Architecture

Solution Highlights:



Architecture & UAE PASS Flow



Biometric
Authentication



Consent-Based
Access



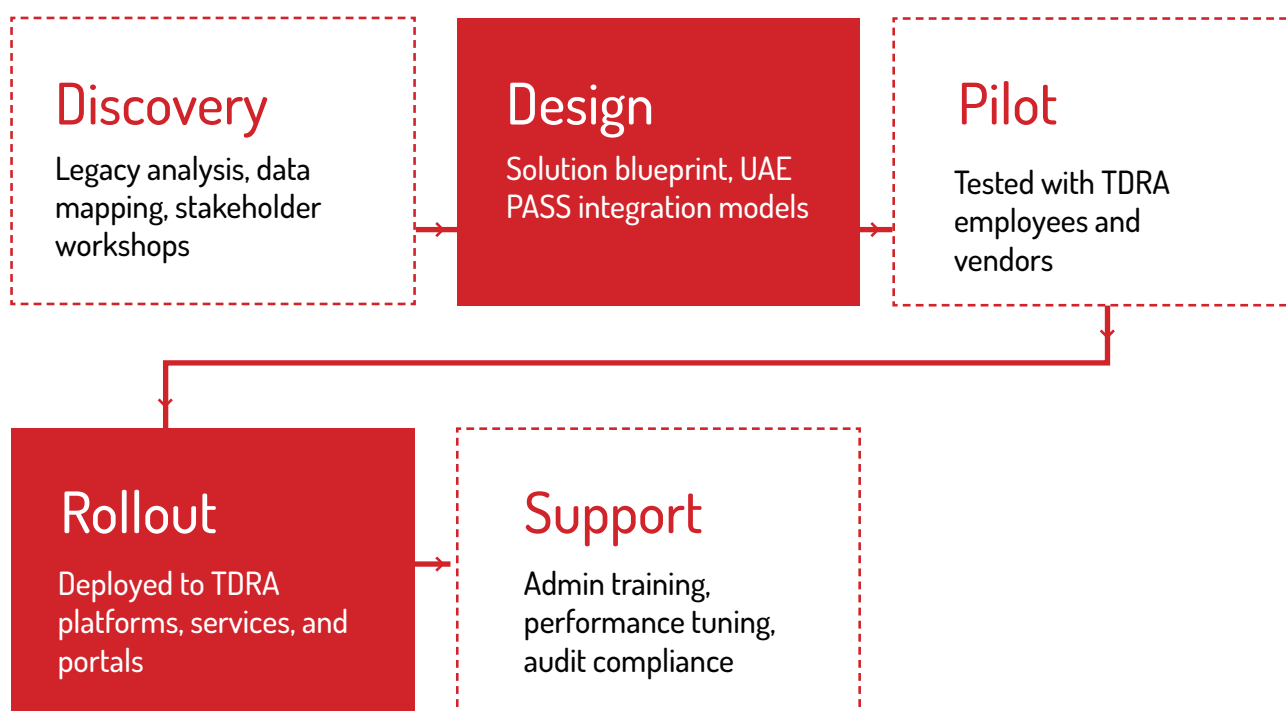
Attribute
Sharing



Digital Signature
Support

Implementation Phases

The deployment was structured into strategic phases for minimal disruption and maximum adoption:



Value Delivered

The IAM solution delivered measurable impact:

 Security compliance with UAE and international data laws	 Cost-optimized IAM deployment via migration strategy	 SSO across TDRA services with reduced password reliance
 UAE PASS-powered access for citizens and employees	 Streamlined governance aligned with Dubai Smart Government mandates	 Improved operational efficiency and user experience

Client Testimonial

IDM Technologies has been a great partner from the beginning; our introductory meeting till now. In no time, IDM Technologies became our Go-To partner regarding our Identity & Access Management (IAM) program. Their technical expertise is simply superb and has proven time and again and it is invaluable to us. They are extremely easy to do business with and have always strived to deliver their best. They are a team of creative problem solvers and I consider them to be an expert and trusted advisor. IDM Technologies is one of the first companies I turn to when I have requirements or suggestions related to IAM & PAM. The team is super cooperative; not only understanding of our requirements, business requirements. i.e. dated version, unable to patch IGA tool, applications which are exposed to security vulnerabilities, and add to these, the user lifecycle management experience was poor. But the IDM Technologies team was so accommodating; worked tirelessly to meet the deadlines and helped us overcome those business challenges. After dealing with their team for over 12 months, I highly recommend should any company looking for a specialist Identity Security partner, you should reach out to them

Mohamed Abu Hussein,

Telecommunications
Digital Government Regulatory Authority
(TDRA), United Arab Emirates



Conclusion

TDRA's identity transformation showcases how government entities can leverage IAM modernization, UAE PASS integration, and policy-driven governance to secure citizen services. IDM Technologies remains committed to supporting national digital agendas through secure, compliant, and scalable IAM frameworks.

Let's build the future of secure digital access.

please contact us at info@idm-technologies.com.

TDRA DIGITAL IDENTITY CASE STUDY IDM Technologies LLC: Secure, Scalable & Citizen-Centric IAM Solutions

IDM Technologies LLC empowers regulatory authorities like TDRA to transform identity and access management through robust end-to-end IAM solutions. Our technologies enable secure and compliant digital interactions for government entities, facilitating efficient service delivery for employees, partners, and citizens—anytime, anywhere.

The IDM Intelligent IAM Platform is purpose-built for modern and hybrid digital environments—supporting cloud, mobile, SaaS, and on-premises ecosystems. It includes advanced capabilities such as Single Sign-On (SSO), Multifactor Authentication (MFA), Role-Based Access Controls (RBAC), and automated identity governance. These are aligned with Zero-Trust security principles and UAE regulatory mandates.

Trusted by public sector leaders across the region, IDM Technologies LLC is a driving force behind secure digital transformation initiatives ensuring scalability, efficiency, and user trust at every step.