



CASE STUDY



DIGITAL IDENTITY TRANSFORMATION FOR THE PUBLIC SECTOR

A Case Study on RTA's IAM Evolution with IDM Technologies LLC



#SimplifyIdentitySecurity | #IdentitySecurityAdvocates

TABLE OF CONTENTS

03	Executive Summary
04	Introduction
05	Key Identity Challenges at RTA
06	Solution Strategy
07	Solution Architecture & UAE PASS Integration
08	Implementation Journey
09	Value Delivered & Business Impact
10	Client Testimonial
11	Conclusion

Executive Summary



The Roads and Transport Authority (RTA), a core entity in the UAE's government ecosystem, embarked on a digital transformation initiative to address fragmented identity systems, security inefficiencies, and user experience challenges. In collaboration with IDM Technologies LLC, RTA successfully deployed a centralized Identity & Access Management (IAM) platform with UAE PASS integration. The result: enhanced security, reduced operational overhead, and seamless access for both internal users and citizens.





Introduction

With over 16,000 internal users and a customer base exceeding 5 million, RTA needed a scalable and secure identity solution to support its growing digital ecosystem. This initiative was designed to establish secure digital identities, streamline authentication, and align with UAE's national identity strategy. IDM Technologies LLC played a pivotal role in deploying a role-based access control system, real-time access provisioning, and passwordless authentication using UAE PASS.

Key Identity Challenges at RTA

Prior to the IAM transformation, RTA faced several systemic challenges:

01

Fragmented user identities across multiple systems

02

Inconsistent password and authentication policies

03

Manual user provisioning and de-provisioning

04

Lack of visibility over access rights and user privileges

05

No integration with national identity platforms like UAE PASS

06

Compliance and audit challenges due to access sprawl

07

Absence of segregation between internal and external access paths

Solution Strategy

We designed a comprehensive solution with a focus on governance, automation, and compliance.

The implementation included:



Solution Architecture & UAE PASS Integration

The solution leveraged the IDM Intelligent

01

Cloud-ready, scalable access management

02

Unified policy engine with least privilege access enforcement

03

Native integration with UAE PASS, enabling biometric login and digital signature workflows

04

API-based federation with RTA's customer portals and employee systems

05

Key Use Case: **UAE PASS** Authentication Flow

06

System fetches UUID and matches profile

07

Fully containerized deployment using OpenShift, ensuring agility and cost optimization

08

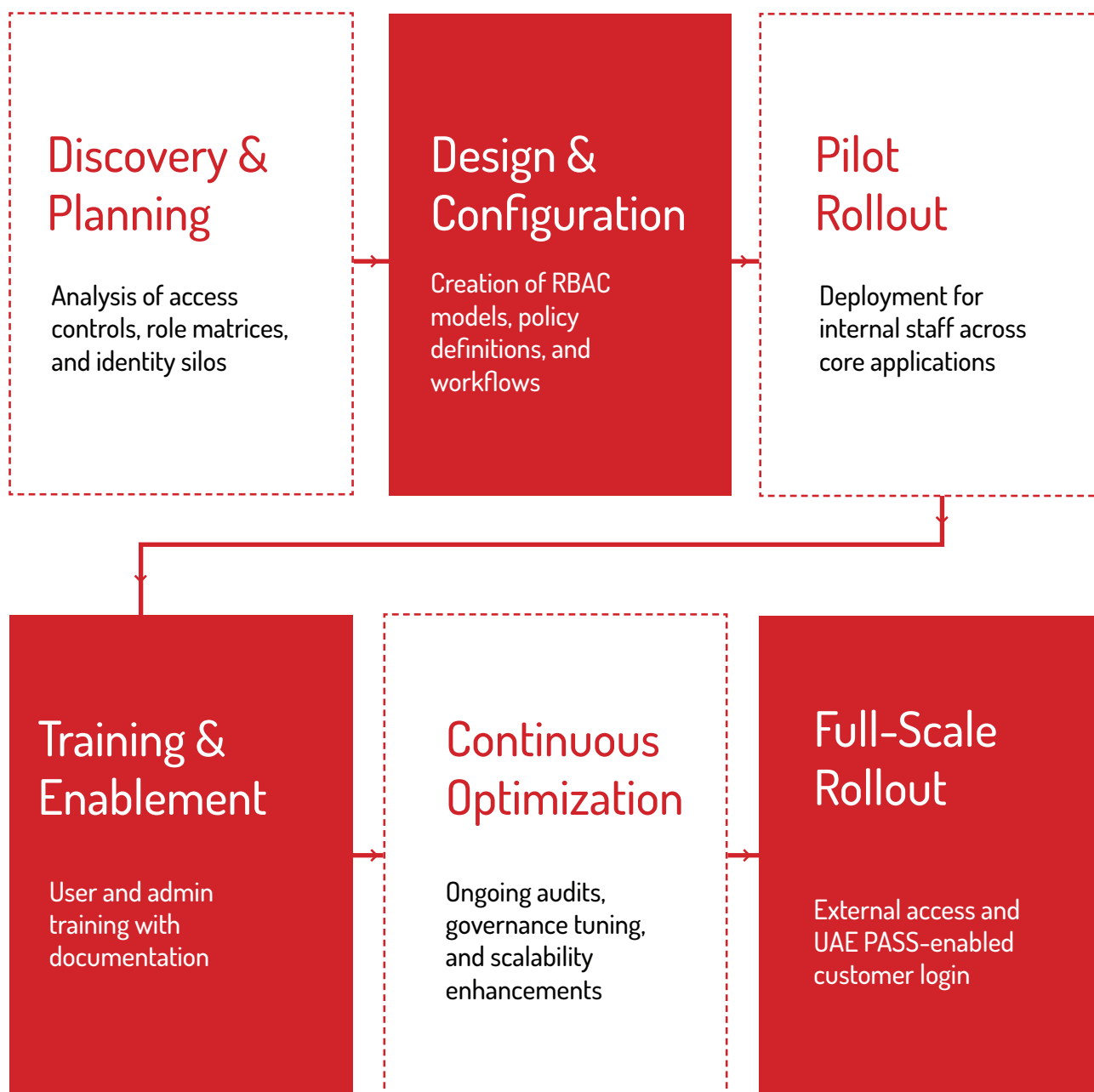
Seamless access for all future logins

09

Real-time account linking based on verified attributes (Emirates ID, mobile, email)

Implementation Journey

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



Value Delivered & Business Impact

The IAM solution delivered measurable impact:



Automated Provisioning and access certification workflows



70% Reduction in IT support tickets related to login/access issues



Full Compliance with UAE AGF and data security benchmarks



Increased User Satisfaction and high CSAT scores



Unified Identity Source for internal and external authentication



Passwordless Access using UAE PASS for verified citizens



Reduced Operational Costs through process automation and managed services

Client Testimonial



We had reached out to many service providers seeking solutions for our current business challenges i.e. access rights to various applications were handled manually, user management was a difficult and time-consuming task. The revision-safe administration of access rights was becoming challenging in the increasingly regulated environment. After an extensive evaluation process, we felt IDM Technologies LLC' understanding was convincing and believed they would do the job. I must say IDM Technologies LLC' awesome client-centric principle is their "responsiveness". Though there were many late hours and round-the-clock efforts that we required to meet our go-live schedule. During the implementation period, were couple of unforeseen critical technical challenges came up, but the way IDM's team handled was simply great. IDM Technologies LLC achieved key results, like reducing IT ticket volumes, seamless audit for access review, and others; and it was to our fullest satisfaction. Clearly, IDM Technologies LLC stood out as one of the finest service providers I have had the pleasure of working with. I have no doubt to highly recommend IDM Technologies LLC to any enterprise looking for an Identity & Access Management (IAM) specialist who is not only technically strong but also commercially quite attractive."

Ahmed Ali Odeh,

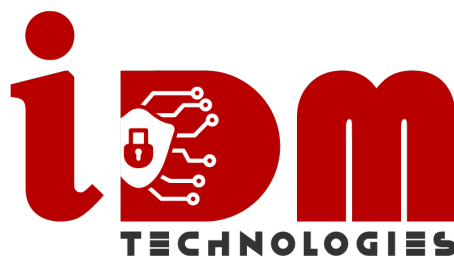
Roads and Transport Authority (RTA),
United Arab Emirates

Conclusion

The RTA Digital Identity Transformation initiative is a testament to the UAE's ongoing investment in secure, citizen-centric digital infrastructure. Through the implementation of a centralized IAM platform integrated with UAE PASS, RTA has significantly enhanced convenience, operational efficiency, and data security across its ecosystem. IDM Technologies LLC's pivotal role in this transformation underscores the company's leadership in delivering future-ready identity solutions at scale.

If you are interested in learning more about the RTA digital identity transformation or partnering with IDM Technologies LLC for secure access solutions please contact us at info@idm-technologies.com.





RTA DIGITAL IDENTITY CASE STUDY

IDM Technologies LLC: Secure, Scalable & Citizen-Centric IAM Solutions

IDM Technologies LLC empowers organizations to redefine access and identity management through end-to-end IAM solutions. Our technologies enable government agencies, enterprises, and service providers to offer secure, seamless, and compliant digital experiences to employees, partners, and citizens—anytime, anywhere.

The IDM Intelligent IAM Platform is designed for hybrid and modern environments, supporting cloud, mobile, SaaS, and on-premises applications. The platform delivers critical capabilities such as Single Sign-On (SSO), Multifactor Authentication (MFA), Role-based Access Controls (RBAC), and automated identity governance, aligned with Zero-Trust principles and regulatory frameworks.

Trusted by public sector leaders across the region, IDM Technologies LLC is a driving force behind secure digital transformation initiatives—like the RTA's integration with UAE PASS—ensuring scalability, efficiency, and user trust at every step.