Category

Digital Transformation

Digital Identity & Access Management Transformation Playbook

Modernizing identity infrastructure so security and user experience stop being at odds

- Practitioner
- Intermediate
- Template Included

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- 3 minute(s)

Overview

A framework for transforming digital identity and access management infrastructure — modern authentication, unified identity, and adaptive access controls — that improves security posture and user experience simultaneously, rather than treating them as a trade-off inherent to legacy identity infrastructure.

Isn't stronger security always going to mean more user friction?

Legacy identity infrastructure often forces this trade-off, but modern approaches (adaptive authentication, unified identity, passwordless methods) can improve security and reduce user friction simultaneously — the trade-off is more a legacy infrastructure limitation than an inherent constraint.

Where should identity transformation start if we can't overhaul

everything at once? With the highest-friction, highest-risk identity touchpoint — often fragmented authentication across multiple systems requiring separate credentials — since unifying it typically delivers the clearest combined security and experience improvement.

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