



## Aberdeen Group Spotlight

### Entrust, Incorporated

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#### Company Facts

Entrust is one of the industry's largest suppliers of secure identity management solutions and services, with more than 700 employees and \$102.7 million in revenue in fiscal 2002.

#### Markets

Entrust directly services the needs of customers in the Global 2000, financial services, government, and health care industries as well as through value-added resellers, distributors, OEMs, consultants, systems integrators, managed security providers, and affiliated partners.

#### Products and Services

Entrust's brands for identity management software include Entrust Authority, Entelligence, GetAccess, Secure Identity Management Solution, Secure Transaction Platform, TruePass, Certificate Services, Authority Toolkits, and Entrust Professional Services.

#### Partnerships, Acquisitions, Divestitures

Entrust partners with most technology and service providers, including Accenture, Alcatel, BEA, BMC, Check Point, Cisco, Courion, Deloitte & Touche, EDS, Ericsson, HP, IBM, Intel, Microsoft, Mitsubishi, NEC, Nokia, Nortel, Novell, Oracle, Plumtree, SAP, Siemens, Sun Microsystems, Tibco, Tivoli, Unisys, Waveset Technologies, and webMethods, among many others.



Core Coverage

#### *Policy, Compliance, and Reporting*

Security policy for identity, user roles and profiles, user accounts, resource access, user provisioning, workflow, auditing, and reporting

#### *Identity and Access*

Identity management, strong authentication, authorization, single sign-on, digital signatures, Web services, and privacy

#### *Infrastructure*

Protection of identity data, its own products, VPNs, and WALNs

#### *Security Management and Process Automation*

User management, identity management, privacy management, and workflow

#### *Services*

24x7 managed services, consulting, and integration services, as well as training and services for its products





## Who's Who

Bill Conner, Chairman, President, and CEO; David Wagner, SVP and CFO; Kevin Sullivan, SVP Sales; Ed Pillman, VP Global Portfolio and Services; Brian O'Higgins, VP and CTO; and Ian Curry, CMO.

## Relevant Aberdeen Research

Access and credential systems (ongoing research); provisioning systems (ongoing research); *Federated Identity Systems* (May 2002); and *Identity Management Systems: A Core Business Competence* (September 2002), among others.

## Core Identity Management Products and Services

Core IMS services are provided by Entrust via several products, including the following:

- Entrust Secure Identity Management
- Entrust GetAccess
- Entrust TruePass
- Entrust Authority Security Manager
- Entrust Authority Toolkits
- Entrust Secure Transaction Platform

Entrust Secure Identity Management is the result of a co-development, co-marketing, and sales partnership between Entrust and Waveset Technologies. This partnership delivers an integrated IMS administrative portal with Waveset Lighthouse, Entrust GetAccess and TruePass; an IMS user provisioning system for Web and single sign-on with Lighthouse and GetAccess; and user provisioning for client-server, Web, and Web service applications with Lighthouse and TruePass. In addition, the partnership delivers out-of-the-box workflow features for most forms of digital identities. Portions of this product are available in Q2 2003, with the fully integrated product line being available shortly.

Entrust GetAccess, a key product in the Secure Web portal solution, provides authentication, authorization, and single sign-on for Web applications and application portals.

Entrust TruePass is a digital certificate-based product for strong authentication of digital identities and verifiable transactions. It supports multiple forms of authentication, including smart cards and roaming digital Ids; as well as second factors of authentication, including token-based IDs, SMS messaging for GSM phones, and voice identification options.

Entrust Secure Transaction Platform delivers services for external federation with security services (identification, entitlements, verifications, and privacy) for Web services transactions. The Secure Transaction Platform currently supports Java-secured Web services transactions using XML signatures, syntax, and processing; MS Passport; SAML; Secure Sockets Layer (SSL); WS-Security; XACML; XML Digital Signatures; XML Encryption; and X.509v3 digital certificates, among others.



Entrust Authority Security Manager is public key infrastructure software that manages digital identity keys and certificates, transparently automating security-related processes in an organization.

### What Customers Say

Customers say that Entrust’s support for user self-service is what drove them to acquire and deploy the products. This is seen as an especially essential feature among customers who are using Entrust’s products for business transactions with consumers, business partners, and business customers. Training is seen as minimal, and customer support has generally been consistent.

Entrust’s IMS solutions are generally rated highly by customers in terms of convenience, scalability, reliability, and application transparency. Deployment and maintenance are generally rated as “average to above average” among customers.

### What Customers Say



Source: Aberdeen Group, April 2003

### Identity Management Systems Coverage

Entrust’s coverage is one of the more comprehensive in the industry. The multifunction support provided by Entrust should reduce cost compared with having to acquire and deploy multiple products from several different suppliers.



## Identity Management Systems Coverage

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<input type="checkbox"/>	Federated identity account management
<input type="checkbox"/>	Workflow engines/agents for identity account management
<input type="checkbox"/>	Identity account management and/or self service account management
<input type="checkbox"/>	Identity synchronization and/or authorizations
<input type="checkbox"/>	Identity reset and/or self-service identity management
<input type="checkbox"/>	Identity meta-directory support via LDAP
<input type="checkbox"/>	Identity directory
<input type="checkbox"/>	Identity privacy policies
<input type="checkbox"/>	Identity authentication
<input type="checkbox"/>	Identity credentials
<input type="checkbox"/>	Identity audit, accounting, notification, reporting

Source: Aberdeen Group, April 2003

### What to Anticipate

Based on past product releases, Entrust should continue to focus on integrating multiple forms of digital identity, methods of access, and applications into its products.

### Aberdeen Conclusions

Entrust is expanding its offering by partnering with Waveset Technologies. The partnership — focused on identity, management, and electronic transaction solutions — is a win-win for buyers.

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The preceding AberdeenGroup *Spotlight* is extracted from the Aberdeen report, *Identity Management Systems Buyer's Guide, First Edition*, published in April 2003. This report is available for free to qualified end-users. Please go to [http://www.aberdeen.com/ab\\_company/hottopics/ims/default.htm](http://www.aberdeen.com/ab_company/hottopics/ims/default.htm) to register.