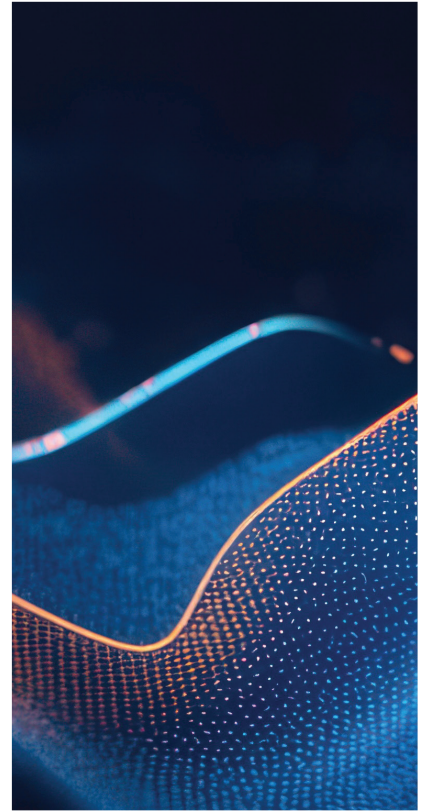
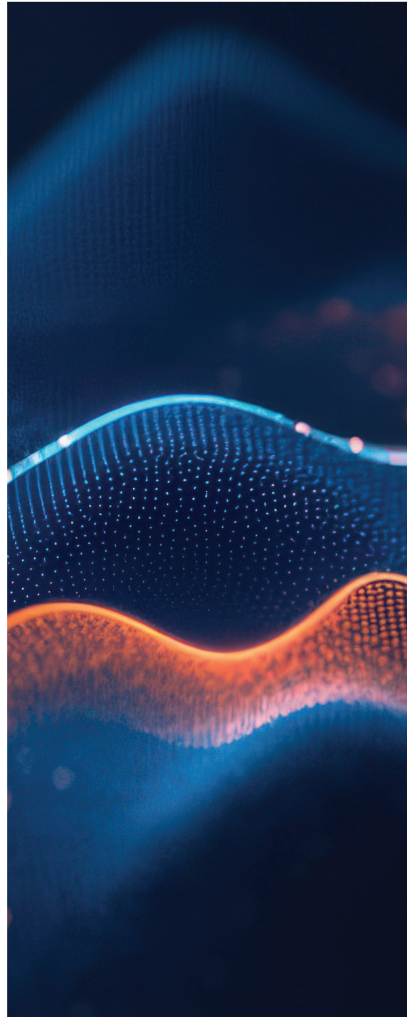


FROST & SULLIVAN
BEST PRACTICES



2026

**GLOBAL
DIGITAL ID**

**ENABLING TECHNOLOGY
LEADERSHIP**



ENTRUST

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Best Practices Criteria for World-Class Performance

Frost & Sullivan applies a rigorous analytical process to evaluate multiple nominees for each recognition category before determining the final recognition recipient. The process involves a detailed evaluation of best practices criteria across two dimensions for each nominated company. Entrust excels in many of the criteria in the digital ID space.

RECOGNITION CRITERIA	
<i>Technology Leverage</i>	<i>Customer Impact</i>
Commitment to Innovation	Price/Performance Value
Commitment to Creativity	Customer Purchase Experience
Stage Gate Efficiency	Customer Ownership Experience
Commercialization Success	Customer Service Experience
Application Diversity	Brand Equity

The Transformation of the Digital ID Industry

The global digital ID industry is undergoing a structural transformation, moving from document-centric identity frameworks toward digitally verifiable, cryptographically secured, and interoperable identity ecosystems. Digital ID is accepted as a foundational infrastructure that enables access to public services, financial ecosystems, and cross-border digital interactions. Regulatory initiatives such as national digital public infrastructure (DPI) programs and global trust frameworks are accelerating adoption of scalable systems that support credential issuance, authentication, and lifecycle governance across varying assurance levels.

Sophisticated threats such as AI-enabled fraud, deepfakes, and synthetic identities require advanced digital ID systems that move beyond static onboarding processes to incorporate continuous authentication, cryptographic trust anchors, and legally compliant digital trust services. The industry is converging across public and private domains, with government-issued credentials being reused across enterprise use cases. This drives demand for interoperable, standards-based trust infrastructure capable of enabling ecosystem-wide participation. Preference is increasing for vendors that operate at the infrastructure layer for long-term cryptographic resilience and interoperability.

Digital transformation initiatives elevate the role of enabling technologies as the foundation for scalable, interoperable digital ID ecosystems. Entrust's position at the trust infrastructure layer supports governments with an end-to-end, policy-driven citizen identity orchestration (CIO) platform that integrates Entrust and third-party building blocks across identity verification, physical and digital

credential issuance, authentication, signing, PKI/HSM backed trust services and lifecycle management. Entrust solutions are used in several national government digital ID initiatives around the world. Its integrated platforms enable deployment of comprehensive, standard-aligned identity systems with ecosystem-wide interoperability.

Entrust enables diverse, standards-based digital ID applications at the foundational trust layer

A fundamental challenge in the digital ID market is the need to build secure ecosystems without centralizing control over identity ownership or restricting the use of identity across sectors. Many solutions focus on front-end identity issuance or verification, which can limit scalability and create dependency on proprietary platforms. Entrust properly addresses this challenge by enabling identity ecosystems through cryptographic and security technologies - rather than acting as the identity issuer or owner. Its capabilities across PKI, hardware security modules, digital signing, and trust services underpin credential issuance, lifecycle management, and authentication across digital ID systems. These technologies ensure that governments and regulated enterprises retain ownership of identity data while leveraging Entrust's infrastructure for secure operations.

"Entrust's position at the trust infrastructure layer supports governments with an end-to-end, policy-driven citizen identity orchestration (CIO) platform that integrates identity verification, physical and digital credential issuance, authentication, signing, trust services and lifecycle management."

**- Deepali Sathe,
Industry Principal**

Entrust has a diverse portfolio that spans physical hardware and software for physical security, digital security, and digital identity. A combination of organic development and mergers and acquisitions have contributed to the portfolio. To maintain consistency across the organization, Entrust implements a company-wide process to align different R&D approaches, product development methods, and operating models with its North Star, which is continuous growth in digital identity and digital security. For instance, the acquisition of Onfido in April 2024 went beyond rebranding and was followed by a

rigorous standardization and integration of processes, people, and business operations in about a year.

Supporting wider ecosystem participation with a cohesive platform

The digital ID market is often constrained by fragmented systems that operate within isolated environments, limiting the reuse of credentials across sectors and reducing overall ecosystem value. Organizations require identity portability and interoperability while maintaining trust, governance, and regulatory compliance across multiple stakeholders. Entrust integrates identity, cryptographic trust, and lifecycle management into a comprehensive orchestration platform that can operate across diverse ecosystems. In real-world deployments, such capabilities underpin large-scale government-led initiatives, without dependence on a single vendor-controlled environment. Entrust operates as an enablement and orchestration layer, allowing governments and regulated enterprises to retain governance, data residency, and ecosystem policy control while enabling relying parties to consume trusted credentials.

Through this integrated architecture, Entrust enables relying parties such as government agencies, and financial institutions, to trust and consume identity credentials within a shared framework. Its platforms

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are designed to interoperate with Entrust components and with third-party technologies, allowing customers to maintain control over governance, data residency, and vendor choices. This flexibility supports a multi-stakeholder ecosystem model and reuse of identity across sectors, extending the value of digital ID beyond single-use applications and supporting broader ecosystem participation. The approach reduces implementation friction, and accelerates adoption, facilitating scalability while allowing customers and partners to define their own architectures and innovation pathways.

Sustaining innovation in a constantly evolving market requires investment across the full value chain, from product creation to deployment. Entrust achieves this by aligning investments with high-growth sectors, hiring highly skilled technical engineers, strengthening support functions such as technical sales consulting, and expanding professional services capabilities to ensure effective product delivery and implementation.

Entrust goes beyond incremental improvements to drive structural market transformation

As governments and regulated industries modernize digital infrastructure, identity is evolving from isolated verification transactions to interoperable, standards-based digital trust ecosystems. Entrust provides the foundational capabilities required to issue, protect, validate, and govern digital credentials on a scale. This positions the company to support emerging digital identity ecosystems based on frameworks such as EUDI, ISO/IEC 18013, NIST SP 800-63, and ICAO DTC, while enabling interoperability, lifecycle governance, and long-term trust across digital interactions.

Entrust citizen identity orchestration solution integrates the functionalities of identity verification, fraud detection, credential issuance, digital signing and secure transactions, underpinned with cryptographic trust transforming identity from a static checkpoint into a persistent and reusable digital credential that can be stored in a digital wallet.

This integrated approach enables organizations to support trusted credential ecosystems, strengthen interoperability across digital identity frameworks, and maintain confidence in digital interactions throughout the credential lifecycle.

Entrust’s impact is reflected in large-scale deployments such as support for the UK Home Office’s ETA programs, where remote identity verification is embedded into an always-on service model. Operating with minimal downtime or interruption, the system highlights Entrust’s robust and scalable technology for a critical national service. Another example is that of Australia’s Anti-Money Laundering and Counter-Terrorism Financing (AML/CTF) regime, which entered a new phase of customer identity verification obligations in April 2026. Entrust enhanced its identity verification solution with an Australia-ready workflow in Entrust Studio, helping organizations deliver secure, seamless digital customer experiences.

Entrust extends identity management beyond traditional users by enabling lifecycle governance across both human and machine identities. This capability is increasingly relevant as organizations adopt AI-driven systems and automated agents that require identity validation and lifecycle oversight. By applying the same trust framework across diverse identity types, Entrust broadens the scope of digital ID, making it relevant for long-term resilience.

Visionary, future-ready innovation aligned with long-term and evolving identity lifecycles

To future proof digital ID systems, security of long-lived data and credentials is essential. This requires technological architecture that can anticipate evolving threats while maintaining long-term trust and compliance. Entrust demonstrates visionary innovation through its focus on high-assurance identity, verifiable credentials and quantum resilience of its cryptographic security solutions, which are aligned with regulatory expectations for durable identity systems.

Entrust enables adaptive workflows by integrating building blocks for multi-modal biometrics, fraud detection, authentication, verification, signing, time stamping, keys and certificates management anchored in a hardware root-of-trust in an orchestration platform that can overlay business rules and policies. Additionally, Entrust also provides the user experience layer with digital wallets and chatbots. This modular, standards-based and composable architecture allows customers to adopt emerging identity models such as verifiable credentials and digital wallets incrementally, reducing migration risk.

Entrust solutions support continuous assurance and address emerging fraud risks, including the rapidly evolving AI-driven threats. An example of this is Entrust extending its identity framework to AI agents, where governance follows similar trust principles as human and machine identities. Automated agents can operate within defined policy controls and trust boundaries reflecting the growing need for governance layers in AI adoption, where organizations must manage the identity and behavior of digital entities.

Leveraging technology to enhance customer value

A fundamental challenge in digital identity is enabling innovation while preserving sovereignty and trust. Governments and enterprises need the flexibility to build digital identity ecosystems that reflect their own policy, regulatory, and operational requirements without becoming constrained by proprietary architectures or single-vendor dependencies. Entrust addresses this challenge by providing trust infrastructure and orchestration capabilities to help organizations retain control of their identity programs while integrating the technologies and services best suited to their needs. Its composable, modular architecture supports interoperability across existing systems, third-party applications, and partner technologies, allowing customers to build and evolve digital identity ecosystems without disrupting established investments.

Entrust's role is not to own the identity ecosystem, but to be a technology enabler for digital trust services, bringing together identity verification, credential issuance, authentication, digital signing, PKI, and cryptographic security into a cohesive platform that supports secure, scalable digital transformation. This approach allows governments, enterprises, and system integrators to innovate independently while maintaining trust, interoperability, and governance across the identity lifecycle.

To simplify procurement and deployment, Entrust offers flexible commercial and delivery models, including click-through agreements, subscription-based SaaS purchasing, service-level agreements, and entitlement management through its customer platforms. Solutions can also be purchased through cloud marketplaces, channel partners, resellers, and managed service providers. Following implementation, Entrust provides ongoing customer success, technical guidance, and adoption support to help organizations accelerate value realization, expand use cases, and scale their digital identity and security initiatives over time.

Conclusion

Entrust delivers foundational identity assurance, credential lifecycle management and cryptographic trust infrastructure that underpins modern digital ID ecosystems. It enables governments and enterprises to deploy secure, scalable, and reusable identity systems while maintaining sovereignty and regulatory compliance.

Through ecosystem-wide enablement, structural market impact, and forward-looking innovation, Entrust supports the transition toward persistent digital trust frameworks. Its ability to empower stakeholders without imposing control exemplifies true leadership through enablement.

With its strong overall performance, Entrust earns the 2026 Frost & Sullivan Global Enabling Technology Leadership Recognition in the digital ID industry.

What You Need to Know about the Enabling Technology Leadership Recognition

Frost & Sullivan's Enabling Technology Leadership Recognition identifies the company that applies its technology in new ways to improve existing products and services and elevate the customer experience.

Best Practices Recognition Analysis

For the Enabling Technology Leadership Recognition, Frost & Sullivan analysts independently evaluated the criteria listed below.

Technology Leverage

Commitment to Innovation: Continuous emerging technology adoption and creation enables new product development and enhances product performance

Commitment to Creativity: Company leverages technology advancements to push the limits of form and function in the pursuit of white space innovation

Stage Gate Efficiency: Technology adoption enhances the stage gate process for launching new products and solutions

Commercialization: Company displays a proven track record of taking new technologies to market with a high success rate

Application Diversity: Company develops and/or integrates technology that serves multiple applications and multiple environments

Customer Impact

Price/Performance Value: Products or services offer the best ROI and superior value compared to similar market offerings

Customer Purchase Experience: Purchase experience with minimal friction and high transparency assures customers that they are buying the optimal solution to address both their needs and constraints

Customer Ownership Excellence: Products and solutions evolve continuously in sync with the customers' own growth journeys, engendering pride of ownership and enhanced customer experience

Customer Service Experience: Customer service is readily accessible and stress-free, and delivered with high quality, high availability, and fast response time

Brand Equity: Customers perceive the brand positively and exhibit high brand loyalty, which is regularly measured and confirmed through a high Net Promoter Score®

Best Practices Recognition Analytics Methodology

Inspire the World to Support True Leaders

This long-term process spans 12 months, beginning with the prioritization of the sector. It involves a rigorous approach that includes comprehensive scanning and analytics to identify key best practice trends. A dedicated team of analysts, advisors, coaches, and experts collaborates closely, ensuring thorough review and input. The goal is to maximize the company's long-term value by leveraging unique perspectives to support each Best Practice Recognition and identify meaningful transformation and impact.

VALUE IMPACT			
STEP		WHAT	WHY
1	Opportunity Universe	Identify Sectors with the Greatest Impact on the Global Economy	Value to Economic Development
2	Transformational Model	Analyze Strategic Imperatives That Drive Transformation	Understand and Create a Winning Strategy
3	Ecosystem	Map Critical Value Chains	Comprehensive Community that Shapes the Sector
4	Growth Generator	Data Foundation That Provides Decision Support System	Spark Opportunities and Accelerate Decision-making
5	Growth Opportunities	Identify Opportunities Generated by Companies	Drive the Transformation of the Industry
6	Frost Radar	Benchmark Companies on Future Growth Potential	Identify Most Powerful Companies to Action
7	Best Practices	Identify Companies Achieving Best Practices in All Critical Perspectives	Inspire the World
8	Companies to Action	Tell Your Story to the World (BICEP*)	Ecosystem Community Supporting Future Success

*Board of Directors, Investors, Customers, Employees, Partners

About Frost & Sullivan

Frost & Sullivan is the Growth Pipeline Company™. We power our clients to a future shaped by growth. Our Growth Pipeline as a Service™ provides the CEO and the CEO's growth team with a continuous and rigorous platform of growth opportunities, ensuring long-term success. To achieve positive outcomes, our team leverages over 60 years of experience, coaching organizations of all types and sizes across 6 continents with our proven best practices. To power your Growth Pipeline future, visit Frost & Sullivan at <http://www.frost.com>.

The Growth Pipeline Generator™

Frost & Sullivan's proprietary model to systematically create ongoing growth opportunities and strategies for our clients is fueled by the Innovation Generator™.

[Learn more.](#)

Key Impacts:

- **Growth Pipeline:** Continuous Flow of Growth Opportunities
- **Growth Strategies:** Proven Best Practices
- **Innovation Culture:** Optimized Customer Experience
- **ROI & Margin:** Implementation Excellence
- **Transformational Growth:** Industry Leadership



The Innovation Generator™

Our 6 analytical perspectives are crucial in capturing the broadest range of innovative growth opportunities, most of which occur at the points of these perspectives.

Analytical Perspectives:

- **Megatrend (MT)**
- **Business Model (BM)**
- **Technology (TE)**
- **Industries (IN)**
- **Customer (CU)**
- **Geographies (GE)**

