

Systems Integrator and Managed Service Provider deploying Identity and Access Management Solutions to help Organizations with Risk Management and Identity Management



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“What makes us special is that our people are some of the most recognized in the industry. They are thought leaders and innovators.” - Paul Bedi

Interview conducted by:
Lynn Fosse, Senior Editor
CEOCFO Magazine

CEOCFO: Mr. Bedi, would you tell us about IDMWORKS?

Mr. Bedi: At IDMWORKS, we are a systems integrator that starts off with our customers by doing advisory engagements. By advisory, we mean that we come in and look at people, process, and technology and we provide a roadmap for our customers and typically become a trusted advisor. What our customers typically do from there is evaluate vendor products with or without our help and ask then as us to do those implementations for them. Later in the lifecycle we become their Managed Service Provider whereby we manage their infrastructure, applications and integrations for a number of years.

CEOCFO: Is it unusual for an MSP to go with the objective to pay attention and customize what might work for a client?

Mr. Bedi: That is our differentiator in terms of being an MSP. We have a datacenter business unit that sources datacenters given specific requirements from our customers and we are able to put those datacenters in the geographies that they are looking for and then build the applications on top and manage that for them. We give them everything, soup to nuts, customized under single SKU. There are not a lot of MSPs that can do that. Most folks are leveraging systems like Amazon but those are limited in functionality, and they are often limited by the underlying platform which is Amazon in this case.

CEOCFO: When did you realize this was the best offering?

Mr. Bedi: Our datacenter business unit has been around for five years and they have been the true specialists on helping customers evaluate datacenter and datacenter options. When customers started looking at the cloud more deliberately, they wanted flexibility and assurances that were not simple to understand & achieve, that is where this really kicked into high gear and helped our customers evaluate the right options and added identity management to the fold. The result was a complete differentiator from everybody in the industry: best of breed datacenters with identity management expertise while being fully managed by experts.

CEOCFO: What goes into an assessment that the average company could not do by themselves and that many IT companies do not or cannot do?

Mr. Bedi: You have a person that has been in the industry for fifteen years, and has seen four to five hundred implementations from start to finish. Then, you are able to take all of that experience and information and put that together and have very concise conversations with your customers around the business cases that they are trying to solve. Those