

Clear Skye: An Overview

Clear Skye reimagines enterprise identity access and risk management by enabling organizations to use a familiar interface, provide deeper identity control and insight, and build a bridge between the business and IT.

Clear Skye started because too many identity projects fail, or result in lowered expectations, and too often it's because they are not easily integrated into the organizational workflow and user experience. The introduction of yet another application and yet another portal increases friction and requires organizational change management to help mitigate workforce impact. Clear Skye IGA automatically connects with business processes, integrates external applications, and augments other applications on the Now Platform – all while being invisible to the end user.

Gartner has noted some of the ways those shortcomings are addressed by Clear Skye's approach, saying Clear Skye leverages “the underlying IT Service Management (ITSM), configuration management database (CMDB), governance, risk and compliance (GRC) and security features provided by the Now Platform to **reduce redundancy, and improve risk management and data quality by providing central organization.**”¹

Today, Clear Skye IGA is a scalable SaaS offering that manages millions of identities to streamline and optimize day-to-day identity and access management as well as access attestation and certification processes.

Clear Skye supports its global customer base through operations on three continents, with headquarters in Emeryville, CA, in the heart of Silicon Valley. Clear Skye is ISO 27001 certified,



and our customers benefit from the investments ServiceNow has made in security and trust in the Now Platform. In addition, Clear Skye IGA is rigorously tested and certified by ServiceNow before every release to the ServiceNow Store.

By approaching the challenge differently, Clear Skye enables global companies like ABB, with more than 6,500 applications and 500,000 people accessing their IT environment, to maximize their current technology investments while eliminating use of multiple, siloed tools – without extensive end user training needed. The worldwide head of IAM at ABB spoke about the benefits of using Clear Skye IGA on ServiceNow – view his presentation [here](#).

Clear Skye's strong identity controls and configurability with other critical ServiceNow business applications (ITSM, CMDB, IRM, and SecOps to name a few), while keeping all identity data securely on platform, greatly improve decision making. It also makes identity data accessible by ServiceNow AI for those looking to leverage its advanced capabilities, and enables a level of interoperability, control, security and ease-of-use that non-native solutions simply cannot match.

That is optimized IGA.

¹Market Guide for Identity Governance and Administration, 7 December 2020. Bolding added for emphasis by Clear Skye.