

USE CASE DESIGN

Helping customers move from strategy into implementation without losing momentum.

WHAT THE SERVICE IS

Use Case Design is a professional services engagement based on a fixed scope and outcome for the customer and is designed to provide a deployment ready blueprint of new use cases in BigID.

New use cases can come in the form of either new feature capabilities.

For example: A customer has BigID Core and would like to add a new capability such as Access Intelligence, or the customer has BigID Core and they would like to extend the scope of the data being scanned to new data sources.

IDEAL CUSTOMER SCENARIO

- The customer has an operational team but no architectural expertise
- The customer needs to accelerate adoption of new capabilities in BigID
- The customer knows they want to adopt a new capability, but doesn't understand how to operationalise it in their environment – this includes people and process as well as BigID specific capabilities

WHEN SHOULD YOU POSITION IT?

- The customer wants to expand BigID usage but doesn't know how to execute or operationalise the new use case
- The customer can operate BigID but doesn't have the architectural oversight or knowledge to make use of new capabilities
- The customer does not have bandwidth in their team to identify or design new use cases
- There is a knowledge gap in the customer when it comes to extending BigID capability
- The environment is complex and requires deeper understanding of workflow and platform integration and process integration

HOW WE DO IT

- **Scope & Driver Definition:** Establishing the precise business outcome BigID must serve before configuration begins.
- **Operating Model Design:** Defining governance structures, decision rights, and accountability frameworks.
- **Workflow Mapping:** Developing detailed process flows that translate the model into day-to-day practices.
- **BigID Alignment:** Defining the technical requirements BigID must meet to support the designed process.
- **Enablement Blueprint:** A sequenced delivery plan with clear priorities and success measures.

WHAT THE CUSTOMER GETS

A design that teams can actually build from

A realistic blueprint that can transfer into operation.

Technology that serves the business

Ensuring BigID is specified to support a defined way of working.

Reduced Delivery Risk

Eliminating costly rework by addressing design gaps before implementation.

Outcome Focused Approach

Our approach is focused on the outcome the customer is trying to achieve, driving value from the platform.

HOW THIS HELPS BIGID

- Faster time to value, leading to reduced churn risk based on an outcome led approach
- Removal of roadblock for customers that lack architectural capabilities and oversight
- Improved customer satisfaction through a structured delivery model

