

# Secure Digital Services with Modern Resident Identity

## Okta Customer Identity: The Foundation for Secure Digital Transformation

U.S. state and local government agencies face mounting pressure to deliver modern, accessible digital services that meet high resident expectations, mirroring the seamless experiences offered by the private sector. Yet, this must be achieved amidst escalating cyber threats, complex compliance mandates (GovRAMP, CJIS, HIPAA, etc.), and the constraints of legacy systems and limited resources. How do you enhance resident engagement and streamline service delivery while rigorously protecting sensitive data and ensuring public trust? The answer lies in getting identity right.

**Okta Customer Identity** is the market-leading customer IAM solution built on Okta's secure, neutral, and extensible platform. A dedicated identity layer for agencies, residents, businesses and partners, OCI's seamless, low-code solution helps agencies launch and secure public-facing digital services while guarding against fraud, breaches, and compliance risk. Acting as your Zero-Trust "front door," it bridges security imperatives and user-experience demands. Service innovation and building lasting public trust on top of existing infrastructure has never been easier.

28

U.S. States (including territories) protected by Okta

>201M

U.S. residents accessing state government services with Okta

+10B

monthly authentications and growing

## Key Capabilities

### Before Authentication:

Risk-based policies & adaptive MFA

### During Authentication:

SSO & API Access Management

### After Authentication:

Continuous monitoring & threat detection



## Why Okta?

- **Enterprise-grade Security & Compliance** (GovRAMP)
- **Frictionless Access** (passwordless + adaptive MFA)
- **Rapid Deployment** - with 7,600+ pre-built low-code integrations with Okta Integration Network (OIN)
- **Reduced Fraud & Risk** – real-time threat detection (ThreatInsight)
- **Frictionless Resident Experience** – seamless, personalized access
- **Faster Time-to-Value** – up and running in weeks, not months
- **Proven Reliability** – 99.99 % uptime, 10 B+ logins/month
- **Unified Identity Platform** – same trusted backbone as Workforce Identity
- **Operational Efficiency** – automated identity workflows and self-service options cut manual work

### About Okta

Okta is The World's Identity Company™. We secure Identity, so everyone is free to safely use any technology. Our customer and workforce solutions empower businesses and developers to use the power of Identity to drive security, efficiencies, and success — all while protecting their users, employees, and partners. Learn why the world's leading brands trust Okta for authentication, authorization, and more at [www.okta.com/industries/public-sector/state-and-local/](https://www.okta.com/industries/public-sector/state-and-local/).