# Descope External IAM Platform

Reduce user friction, prevent account takeover, and get a 360° view of your customer and machine identities with the Descope external IAM platform.

## External identity challenges

Customers and partners that interact with businesses online expect a frictionless, personalized, secure, and omnichannel experience. Technology leaders must provide these seamless, secure user experiences while being cognizant of the bandwidth of their engineering teams.

* **User friction:** Cumbersome password authentication, long login forms, complex B2B onboarding, and high-friction MFA can impact the user experience. The <u>FIDO Alliance</u> found that 60% of users gave up accessing an app because of forgotten passwords.
* **Security / ATO prevention:** Businesses must guard against the theft of customer credentials, session tokens, and other identity markers. AI agent adoption with proper security and access control guardrails is also critical.
* **Efficiency:** Businesses must avoid CIAM becoming an engineering bottleneck, especially in a future where identity management will span across end users, APIs, other businesses, and AI agents.

## Descope key features

Descope is a flexible, no / low code platform to help organizations manage all their external identity journeys: end users, business customers, partners, APIs, and AI agents.

### Descope Flows
* Create your entire user journey in a visual, <u>drag & drop workflow interface</u>.
* Design user-facing screens aligned with your brand.
* Harmonize actions across frontend and backend.
* Modify user journeys without touching your codebase.
* Choose from 100+ templates with best practice flows across industries.

* Work in lockstep with your SDLC using Terraform and other CI / CD integrations.

### Connectors ecosystem
* Orchestrate data and actions from <u>dozens of third-party connectors</u>.
* Popular use cases: Fraud prevention, IDV, CRM / CDP sync, auditing, user comms.
* Easily add and switch out connectors without reconfiguring your codebase.
* Use generic HTTP, SMTP, and audit connectors for custom integrations.

### Widgets
* Empower end users to manage their own profiles, roles, users, access keys, and audits.
* <u>Embed brand-aligned widgets</u> into your app with a few lines of code.
* Customize widgets to your liking, including adding custom user properties.
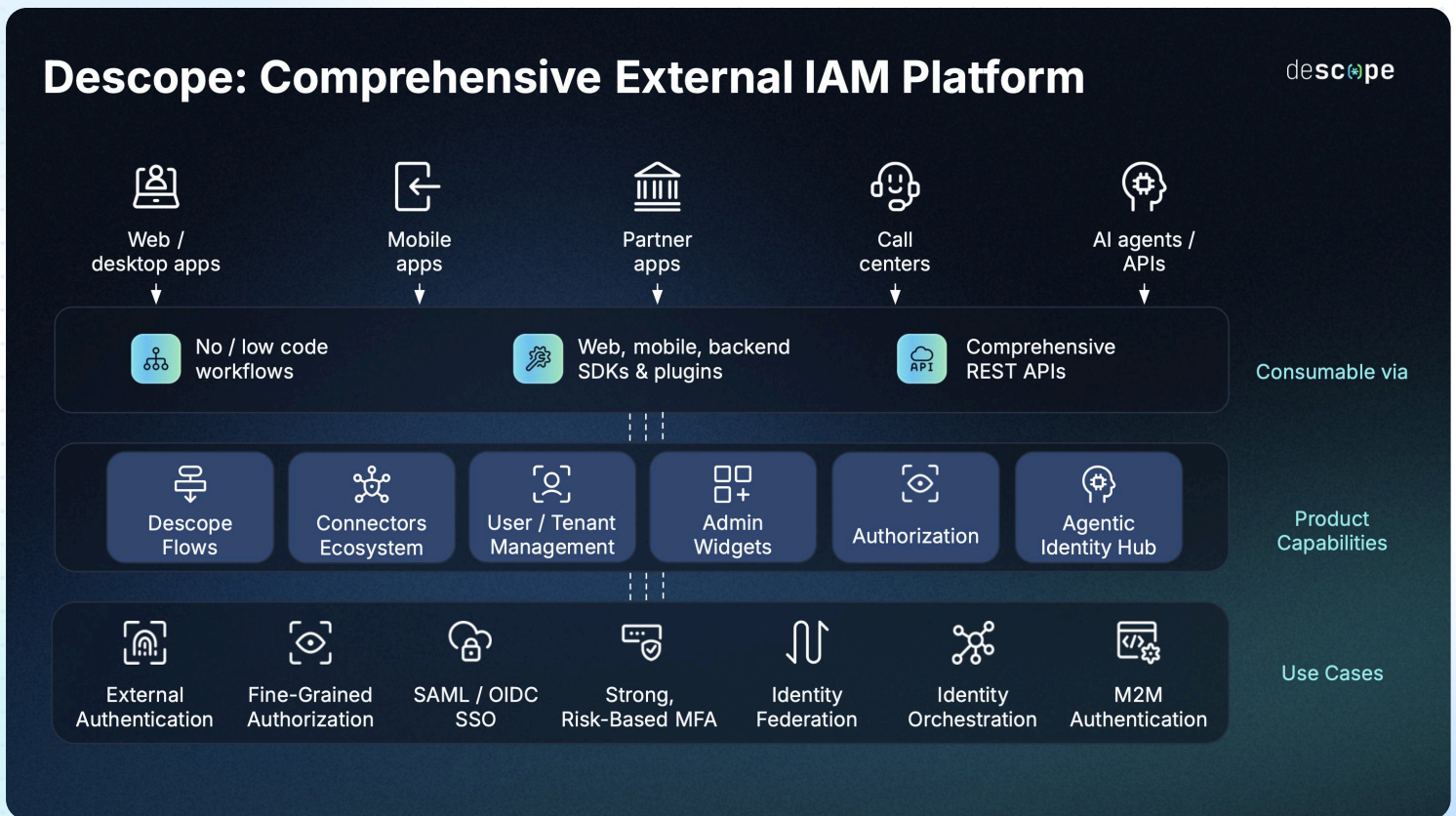
### Identity Federation Broker
* Unify identities across disparate apps (internal, hosted, custom) and identity providers.
* Broker connections across SAML and OIDC for many-to-many business relationships.
* Dynamically route user identities to the right identity provider in real-time.

### Agentic Identity Hub
* Securely expose APIs to AI agents by turning your app into an OAuth identity provider.
* Protect remote MCP servers with OAuth authorization using MCP Auth SDKs and APIs.
* Connect AI agents with 50+ external tools and enterprise systems with built-in token management and storage.

# Descope: Comprehensive External IAM Platform

**desc⊛pe**

| Web / desktop apps | Mobile apps | Partner apps | Call centers | AI agents / APIs |
|---|---|---|---|---|

**Consumable via**
- No / low code workflows
- Web, mobile, backend SDKs & plugins
- Comprehensive REST APIs

**Product Capabilities**
- Descope Flows
- Connectors Ecosystem
- User / Tenant Management
- Admin Widgets
- Authorization
- Agentic Identity Hub

**Use Cases**
- External Authentication
- Fine-Grained Authorization
- SAML / OIDC SSO
- Strong, Risk-Based MFA
- Identity Federation
- Identity Orchestration
- M2M Authentication

## Architecture / deployment

- Microservices-based architecture that adapts to sudden traffic spikes.
- Flexible multi-tenancy that meets complex enterprise requirements.
- Deploy as public SaaS or explore custom deployments.
- Multi-region data residency to help businesses stay compliant.
- SDKs with docs and sample code for 20+ web, mobile, and backend frameworks.
- Choose from workflows, SDKs, or APIs (or a combination) as integration options.
- High availability with 99.99% SLA.

# Use cases

### B2C CIAM

- Choose from a wide range of auth methods: magic links, social login, One Tap, passkeys, passwords, etc.
- Embed signup / login screens in your app for frictionless onboarding without redirects.
- Collect the right info at the right time with progressive profiling.
- Deliver omnichannel auth experiences across web and mobile apps.

### B2B CIAM / SSO

- Easily support SAML / OIDC SSO for your B2B customers, partners, and suppliers.
- Provide self-service SSO and SCIM setup for B2B tenant admins.
- Add customizable SSO experiences for hosted apps (support portal, LMS, etc.)
- Enforce SSO during login for SSO-enabled B2B domains.
- Achieve zero-downtime SSO migration when moving tenants over to Descope.

### User lifecycle management

- Track anonymous users to gradually build out profiles without requiring login IDs.
- A/B test your user journeys to adapt to changing customer and market needs.
- Securely merge identities across multiple login IDs for account recovery.
- Capture user consent to connect to third-party apps on their behalf.
- Handle complete session / token management including rotation and timeouts.
- Impersonate end users with consent for support and troubleshooting scenarios.

## Strong, flexible MFA
- Choose from a wide range of MFA options: magic links, passkeys, OTP, authenticator apps, security questions, etc.
- Implement adaptive MFA that enforces MFA for risky logins without impacting real users.
- Utilize native risk signals including trusted devices, VPN checks, impossible traveler scenarios, and bot scores.
- Deploy Descope as an MFA augmentation without changing your primary CIAM system.
- Add step-up authentication before sensitive user actions.

## Fine-grained authorization (FGA)
- Implement your chosen authorization model: RBAC, ReBAC, ABAC.
- Assign tenant-level authorization for B2B customers.
- Define and store ReBAC schemas for easy querying and management.
- Include checks before making granular access control decisions for users and APIs.

## Identity orchestration
- Provision user identities and traits with CRM, CDP, and Analytics tools.
- Implement risk-based MFA based on third-party fraud signals.
- Add IDV flows (image-based, KYC) to your user journey.
- Protect against breached passwords and malicious IP addresses.
- Send detailed audits to your preferred observability tool.

## Agentic IAM
- Create OAuth-compatible APIs for secure AI agent connectivity.
- Define and manage granular user and tenant level authorization scopes.
- Secure remote MCP servers with enterprise-grade authorization.
- Capture user consent for AI agent access requests.
- Build production-ready AI agents with third-party tooling integrations.

## Descope Outcomes
- ✳ Provide frictionless, personalized B2C and B2B customer onboarding.
- ✳ Achieve time-to-deploy that's 3x faster than in-house or legacy vendors.
- ✳ Save 80-100 developer hours per week on authentication tooling.
- ✳ Cut IT time spent on auth-related support tickets by 50%.

## Some happy customers

gofundme    GoodRx    databricks

Owens & Minor    navan    you.com

bcm|one    CARS 24    BRANCH

CEQUENCE SECURITY    whatfix    SmithRx

"Using Descope has helped us adapt quicker to changing customer needs without spending engineering resources. Easily adopting passwordless methods like One Tap, adding risk-based MFA, or unifying identity flows across web and mobile – Descope helps us achieve these goals much faster than before."

- Nitin Shingate, CTO, **GoodRx**

## About Descope

Descope is a drag & drop platform to help organizations manage all their external identities. Our no / low code external IAM solution helps organizations create, modify, and secure authentication and authorization journeys for end users, business customers, partner applications, and APIs / AI agents. Hundreds of businesses use Descope to improve customer experience, prevent account takeover, and get a 360 view of their customer and machine identities.

Founded in 2022, Descope is backed by Lightspeed and Notable Capital and is a member of the FIDO Alliance. Learn more by visiting https://www.descope.com