Descope CIAM Platform

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

Customer identity challenges

Customers that interact with businesses online expect a frictionless, personalized, secure, and omnichannel experience. Technology leaders must provide a seamless, secure end user experience 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 FIDO Alliance found that 60% of users gave up accessing an app because of forgotten passwords.

✳ **Fraud / ATO:** Businesses must guard against the theft of customer credentials, session tokens, and other identity markers. The 2023 Verizon DBIR report found 86% of basic web app attacks stemming from stolen credentials.

✳ **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 CIAM platform that helps businesses create and modify the entire user journey with visual workflows, SDKs, and APIs.

Descope Flows
- Create your entire user journey in a visual, drag & drop workflow interface.
- 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 50+ third-party connectors into your user journey.
- 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.
- Embed brand-aligned widgets 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.

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 authentication
- 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 authentication / SSO
- Easily support SAML / OIDC SSO for your B2B customers, partners, and suppliers.
- Add customizable SSO experiences for hosted apps (support portal, LMS, etc.)
- Enforce SSO during login for SSO-enabled B2B domains.
- Leverage self-service SSO configuration to have customer admins configure their own end-to-end SSO connections.
- 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.
- Leverage automated SCIM provisioning including custom attribute mapping.
- Handle complete session / token management including rotation and timeouts.
- Use custom tenant attributes to provide personalized B2B experiences.
- 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.
- Auto-translate screens to your end users' preferred language.

Descope benefits

- ✳ Provide a frictionless, personalized, and omnichannel customer experience.
- ✳ Protect users against phishing, credential stuffing, and account takeover.
- ✳ Centralize customer identities across all your apps and IdPs.
- ✳ Achieve time-to-deploy that's 3x faster than in-house or legacy vendors.
- ✳ Quickly implement new CIAM initiatives without spending engineering resources.
- ✳ Cut IT time spent on auth-related support tickets by 50%.

About Descope

Descope is a drag & drop customer authentication and identity management platform. Our no / low code CIAM solution helps organizations easily create and customize their entire user journey using visual workflows – from authentication and authorization to MFA and federated SSO. Hundreds of customers like GoFundMe, Databricks, Navan, and You.com use Descope to improve customer onboarding, enhance account protection, and unify identities across customer-facing apps.

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