IdentityLogic

TESTED, NOT TOLD

Demo Challenge Pack

Six tests to run in any identity and access management vendor demo, with a scoring sheet for your selection team.

HOW TO USE THIS PACK

Make every finalist show you, not tell you.

Vendor demos are built to show the platform at its best: clean data, prebuilt connectors, a short happy path. That is what demos are for. Your job as a buyer is to introduce the conditions your environment will actually produce.

01

Send the tests ahead

Give every finalist the same six scenarios before the demo, so each has the same chance to prepare.

02

Bring data like yours

Supply sample records, entitlement names and volumes that look like your environment, not the vendor's demo tenant.

03

Watch it live

Ask for each scenario to be demonstrated live. Note what was shown, what was described, and what was deferred.

04

Score the evidence

Use the scoring sheet at the back. Score what you saw, then compare finalists side by side.

The one rule that matters

A capability that was claimed but not demonstrated cannot score above 2. A vendor that cannot demonstrate a scenario should not score above Fair on the dimension it belongs to, regardless of what its RFP response says.

01 The departed contractor

PRIMARY DIMENSION · SECURITY EFFECTIVENESS

THE CHALLENGE	A contractor's engagement ends. They still have an application account, an API token they created, and membership in a privileged group. Show us how the platform finds all three and removes or disables them, starting from the HR or vendor-management record.
CREDIBLE EVIDENCE	The leaver event originates from an authoritative source, not a manual ticket. The platform shows each downstream account, the action taken, and a timestamped record an auditor can follow. Tokens and non-human credentials the contractor owned are surfaced, not just the human account.
WARNING SIGNS	The demo starts from “an administrator disables the user.” Tokens and service credentials are out of scope or “handled by another tool.” Evidence is a log export someone has to assemble by hand.

02 The application with no connector

PRIMARY DIMENSION · IMPLEMENTATION EXCELLENCE

THE CHALLENGE	Pick one of your applications that has no out-of-the-box connector, ideally an older internal or vendor application. Ask the vendor to show exactly how it would be onboarded: flat file, generic database or REST connector, custom code, or manual fulfillment.
CREDIBLE EVIDENCE	A clear statement of which method applies, who builds it, what it costs, and how it is maintained through platform upgrades. A reference customer who has onboarded a similar application.
WARNING SIGNS	“We have thousands of connectors” with no answer for your specific application. Custom connector work that only the vendor's own services team can maintain.

03 The certification reviewers actually face

PRIMARY DIMENSION · OPERATIONAL SUSTAINABILITY

THE CHALLENGE	Load an access review for a manager with a realistic number of direct reports and entitlements, including entitlements with cryptic technical names. Ask the vendor to walk through the reviewer's experience end to end, then show what happens when a reviewer revokes access.
CREDIBLE EVIDENCE	Entitlements carry business-readable descriptions and risk context. Revocations generate a fulfillment action and are tracked to closure, not left as a “revoke” flag in a report.
WARNING SIGNS	The demo uses five entitlements with friendly names. Revocations stop at a decision record and depend on a separate ticket.

04 The provisioning failure

PRIMARY DIMENSION · OPERATIONAL SUSTAINABILITY

THE CHALLENGE	Break something on purpose. Take a target application offline or reject a provisioning request, then ask the vendor to show how the platform detects the failure, alerts on it, retries, and reconciles the account state afterward.
CREDIBLE EVIDENCE	Failed operations are visible in an operational queue, with the error, retry policy and owner. Reconciliation detects drift between the platform's view and the target system, and flags accounts created outside the platform.
WARNING SIGNS	Failures are only visible in log files. There is no reconciliation, or it has to be scripted. The answer is “that doesn't usually happen.”

05 The emergency privileged session

PRIMARY DIMENSION · SECURITY EFFECTIVENESS

THE CHALLENGE	It is the middle of the night and a production database needs urgent privileged access. Ask the vendor to show break-glass access: how it is requested and approved, how the session is recorded or monitored, how the credential is rotated afterward, and what the after-the-fact review looks like.
CREDIBLE EVIDENCE	Time-bound elevation with a recorded or monitored session, automatic credential rotation when the session ends, and an alert to the right owner. The review trail ties the session to the incident or change record.
WARNING SIGNS	Break-glass means a shared password in a vault that nobody rotates. Session recording exists but nobody can show how it is searched or reviewed.

06 Your scale, not theirs

PRIMARY DIMENSION · OPERATIONAL SUSTAINABILITY

THE CHALLENGE	Give the vendor your real numbers: identities (human and non-human), applications, entitlements, and peak authentication or provisioning volume. Ask them to show performance at that scale and explain how the architecture grows if those numbers double through acquisition or growth.
CREDIBLE EVIDENCE	A reference customer at similar or greater scale you can speak with. Specific answers on how aggregation, certification generation and search perform at your volumes, and what changes as you grow.
WARNING SIGNS	Scale answers given only as “customers with millions of identities” without a comparable reference. Performance demonstrated on a tenant with a few hundred test users.

SCORING SHEET

Score what you saw.

Score each finalist from 1 to 4 on each test. Use the notes column for what was demonstrated, described or deferred.

TEST	VENDOR A	VENDOR B	VENDOR C	NOTES
01 The departed contractor				
02 The application with no connector				
03 The certification reviewers actually face				
04 The provisioning failure				
05 The emergency privileged session				
06 Your scale, not theirs				
Total				

4 · Excellent
Exceeds requirements, demonstrated live in conditions like yours, plus comparable references who confirm it in production.

3 · Good
Meets requirements with some additional benefit, demonstrated on representative data, with generally positive references.

2 · Fair
Meets minimum requirements with gaps, or claimed but not demonstrated. Documentation or RFP response only.

1 · Poor
Fails to meet requirements, or no credible evidence, or negative reference feedback.

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BEFORE YOU SHORTLIST

Bring us your shortlist and the vendor's demo agenda.

In a free 30-minute call, an identity engineer, not a salesperson, will tell you which of these scenarios matter most for your environment and what a credible answer looks like.

Schedule a free 30-minute IAM assessment call

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