

Thales OneWelcome Identity Platform

Delegated User Management

Enable external organizations
to manage users — simply,
securely and at scale for
better collaboration

Managing access across complex B2B relationships

Modern enterprises collaborate with a growing number of external organizations — from partners and suppliers to distributors and corporate customers. Managing who can access which applications across this extended ecosystem requires a solution that is secure, compliant and adaptable to different business relationships.

Delegated User Management allows enterprises to hand over day-to-day user administration to trusted external organizations while maintaining overall control of access policies and visibility. Each organization manages its own users — adding, updating or removing them as relationships evolve — without relying on central IT. This approach places responsibility where it's most effective, improves accuracy and keeps collaboration running smoothly and securely.

By empowering external organizations to manage their own users and access, businesses can accelerate onboarding and strengthen partnership trust while maintaining consistent oversight across their digital ecosystem.

Key features

Delegated User Management provides a complete set of capabilities for managing external business identities and access. It combines organizational modeling, external user self-management, and centralized authorization enforcement to deliver security and scalability for any B2B environment.



Organizing identities

Model organizational and relationship hierarchies that mirror real-world business structures, where access rights and administrative responsibilities cascade across ecosystem.



Centralized management

Manage entitlements, visibility and oversight from one place while delegating day-to-day user management to external organizations.



Entitlements and access policies

Configure fine-grained access to applications and data with role assignments, complemented with attribute and relationship based authorization logic, to grant the right users the right resources for the right period of time.

Delegated User Management benefits



Empower and simplify administration

Give external organizations the autonomy to manage users and access directly through an intuitive experience that reduces IT effort and speeds up collaboration.



Adapt to every business relationship

Model complex partner, supplier or customer structures with flexibility to match how each organization operates and interacts with your systems.



Scale efficiently across your ecosystem

Support a growing network of external organizations with role-based access control enriched by attribute-based and relationship-based authorization for performance and oversight.



Enhance security and compliance

Enforce centralized access policies and apply context from where requests originate, ensuring identity and access changes remain controlled, traceable, and aligned with enterprise standards.



Integration and APIs

Integrate with directories, partner portals and business systems through a comprehensive set of APIs that allows provisioning of users, roles, applications and permissions across systems.



Contextual access boundaries

Use organizational context to enforce clear boundaries so each external entity can manage only its own users and entitlements within the limits you define.



Customizable experience

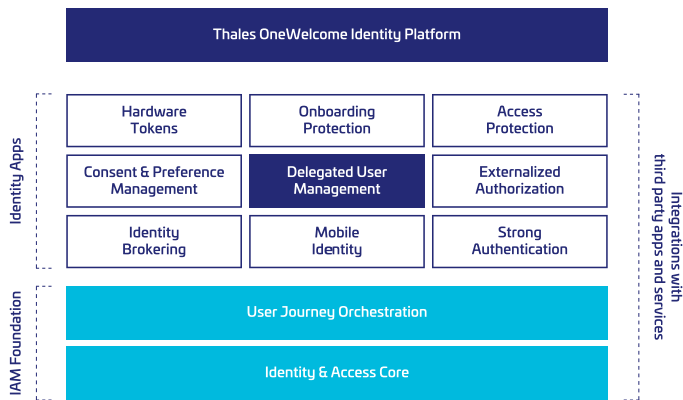
Customize the portal's visual experience through an intuitive, point-and-click interface that aligns with customer branding and languages and keeps configuration simple with no coding required.

Trusted by global enterprises

Organizations across industries rely on OneWelcome and its Delegated User Management to extend secure access to their partners, suppliers and corporate customers. OneWelcome's proven reliability, security certifications and scalability make it the preferred choice for enterprises that need to collaborate confidently across their business network.

Enterprise-grade assurance

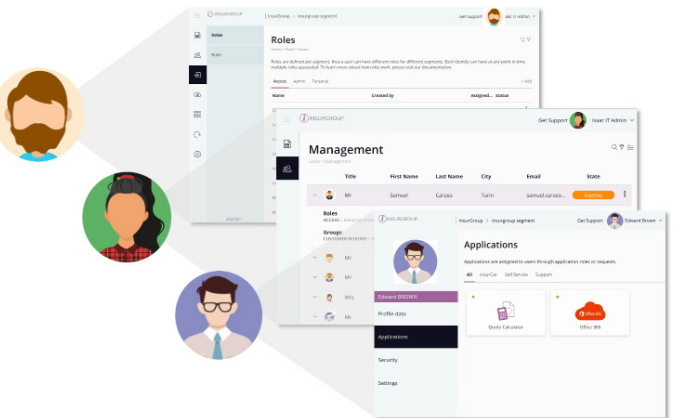
The OneWelcome Identity Platform manages millions of identities every day worldwide. Its customizable design and out-of-the-box capabilities offer the performance and flexibility needed to implement state-of-the-art delegated user management.



The **partner manager** sits in your organization and is responsible for effectively managing both the creation of a new B2B entity and defining the delegated manager.

A **delegated manager**, defined during partner organization onboarding, helps manage their own users effectively. They operate within their organization's boundaries, managing user enrollment and access in an intuitive point-and-click way.

Standard users are the B2B organization and partners' employees who need tailored access levels and single sign-on for relevant applications.



Empower your entire business ecosystem with Delegated User Management



Business customers

Streamline onboarding and offboarding processes and provide all your customers with user-friendly access to the services they need.



Go-To-Market partners

Simplify access management for independent agents, brokers, dealers etc., who require access to your business applications.



Outsourcing

Enable external suppliers to collaborate more efficiently with your employees by outsourcing the administration of users and their entitlements.



Delegation of authority

Grant access to your applications to individuals or partner companies, letting your customers' delegated manager decide who else needs access to the same application in a decentralized way.

[Click here to learn more](#)

About Thales

Thales is a global leader in cybersecurity, helping the most trusted organizations protect critical applications, data, identities, and software anywhere, at scale. Through Thales' integrated platforms, customers achieve better visibility of risks, defend against cyber threats, close compliance gaps, and deliver trusted digital experiences for billions of consumers every day.