

Descope Customer & Agentic Identity Platform

Reduce user friction, prevent account takeover, get enterprise-ready, and govern every human and AI agent identity with the Descope customer and agentic identity platform.

Customer and agentic identity challenges

Customers, partners, and now AI agents that interact with businesses online expect a frictionless, personalized, secure, and omnichannel experience. Technology leaders must provide these 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 [FIDO Alliance](#) 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 identity becoming an engineering bottleneck, especially in a future where identity management will span across end users, APIs, other businesses, and AI agents.

Descope products

Descope is a flexible, developer-friendly platform that provides organizations with abstraction layers to manage identity journeys for their external users and AI agents.

CIAM Platform

- Create your entire user journey in a visual, drag & drop workflow interface with 100+ templates.
- Choose from every modern auth method: passkeys, magic links, social login, OTP, passwords, and more.
- Modify user journeys without touching your codebase or redeploying your app.
- Manage the full user lifecycle including sessions, token rotation, and identity merging.

- Orchestrate data and actions across dozens of third-party connectors for fraud, IDV, CRM / CDP sync, and audit.
- Model family, household, and guardian-dependent relationships with Family Accounts.
- Embed brand-aligned signup / login screens natively in your app without redirects.

Enterprise Readiness Suite

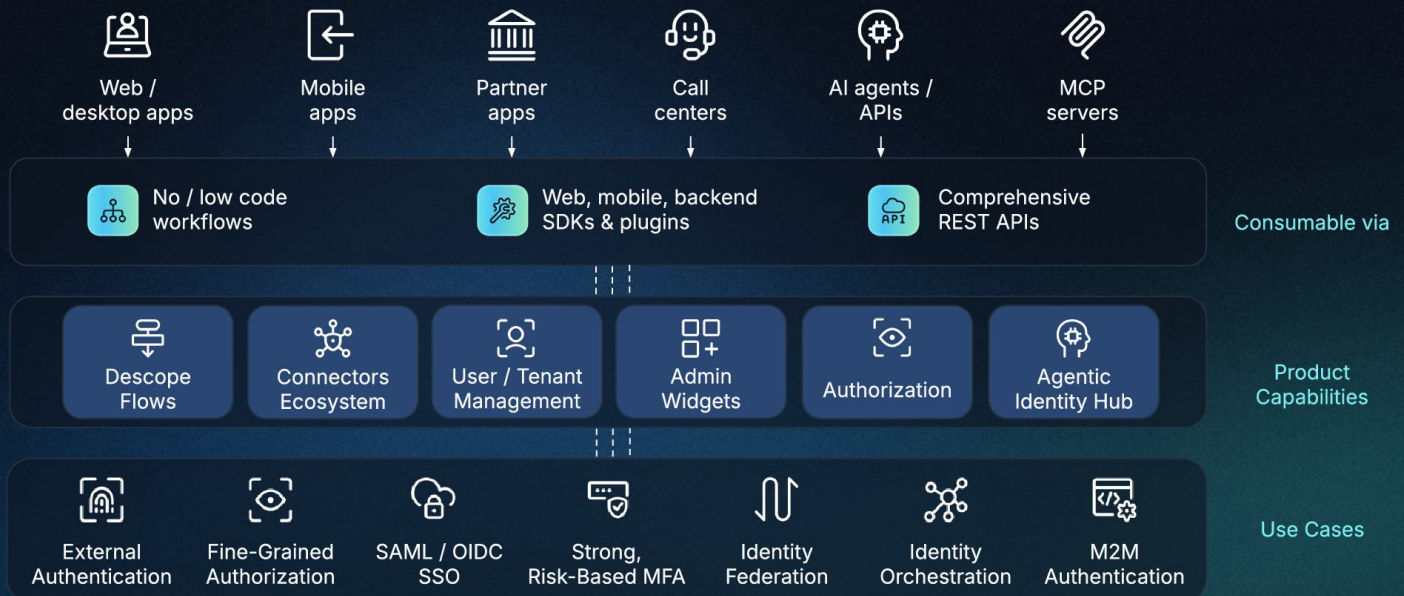
- Build on multi-tenancy as a first-class primitive, with tenant-isolated users, roles, and branding.
- Support SAML / OIDC SSO and SCIM provisioning for every B2B tenant.
- Enable customer admins to set up SSO and SCIM on their own with the SSO Setup Suite.
- Connect multiple identity providers to a single customer tenant.
- Delegate administration through a hosted Admin Portal or embeddable widgets inside your app.
- Unify identities across disparate apps, portals, and identity providers with the Identity Federation Broker.
- Apply fine-grained authorization with RBAC, ReBAC, and ABAC at the tenant level.

Agentic Identity Hub

- Give every AI agent a dedicated identity tied to its delegating user, tenant, and tool-level scopes.
- Protect internal and external MCP servers with OAuth 2.1, PKCE, consent, and client registration (DCR / CIMD).
- Broker credentials for agent connections to 50+ third-party tools without exposing raw tokens.
- Govern internal agent onboarding with a self-service request and approval workflow.
- Enforce access policies at runtime across any gateway, MCP server, or API.
- Enable SSO-like experiences for AI agents and MCP servers (Cross-App Access).
- Authenticate agents with private_key_jwt, mTLS, SPIFFE, and workload identity federation.

Descope: Customer and Agentic Identity Platform

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Architecture / deployment

- Microservices-based architecture that adapts to sudden traffic spikes.
- Flexible multi-tenancy that meets complex enterprise requirements.
- Deploy as public SaaS or custom deployments, with multi-region data residency for compliance.
- FedRAMP High authorized, with availability on the UK G-Cloud 15 framework.
- SDKs with docs and sample code for 20+ web, mobile, and backend frameworks.
- Choose from workflows, SDKs, APIs, or MCP server (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.
- Securely merge identities across multiple login IDs for account recovery.
- 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.

Family and household identity

- Create dependent profiles for children, elderly parents, and others who cannot or should not log in.
- Let multiple unrelated adults serve as co-guardians, each with their own identity and no shared passwords.
- Assign family-scoped roles and attributes so the same person can hold different roles in different families.
- Capture every guardian action in a dedicated audit log, including who performed it and on whose profile.

Fine-grained authorization (FGA)

- Implement your chosen authorization model: RBAC, ReBAC, ABAC.
- Define, store, and version FGA schemas, or generate them from natural language with the Descope MCP server.
- Run permission checks before granting access for users, APIs, and AI agents.
- Deploy the FGA cache alongside your application to serve authorization checks locally with minimal latency.

Agent-ready products and MCP servers

- Create OAuth-compatible APIs and MCP servers for secure AI agent connectivity.
- Define and manage granular user and tenant level authorization scopes.
- Capture user consent for AI agent access requests.
- Let enterprise customers govern agent access to your MCP server from their own identity provider.

Internal AI agent governance

- Give every internal agent a documented purpose, an accountable owner, and least-privilege access.
- Route agent requests through self-service review before any resource is provisioned.
- Apply policies at any enforcement point, extending control to commercial AI clients and third-party MCP servers.
- Stream detailed audit events tying every agent action to its delegating user and tenant.

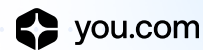
"Descope has completely changed how our engineering team thinks about and does auth in our applications today."

- Ross Hosman, **CISO, b.well Connected Health**

Descope Outcomes

- * Migrate off legacy or homegrown auth with zero disruption, as GoodRx and GoFundMe each did with tens of millions of users.
- * Complete enterprise CIAM migrations in 3 to 4.5 months, against the 12 to 13 months quoted by legacy vendors.
- * Cut auth-related support tickets by 50%, as Branch did with passkeys, and SSO tickets by 90%, as Cequence did with self-service setup.
- * Ship production auth fast: Navan went live with MFA in four days, BalkanID replaced Ory in three weeks.

Some happy customers



About Descope

Descope is a developer-friendly customer and agentic identity platform. Organizations use our visual workflows, SDKs, APIs, and MCP server to easily create and customize identity journeys for their customers, partners, and AI agents. Thousands of organizations like GoFundMe, GoodRx, Databricks, Navan, and Linktree use Descope to streamline customer and agent onboarding, prevent account takeover, and securely adopt AI agents and MCP servers with built-in identity controls.

Founded in 2022 by the team behind Demisto, Descope is backed by Lightspeed and Notable Capital and is a member of the FIDO Alliance and the Agentic AI Foundation.

Learn more by visiting <https://www.descope.com>