



Case Study

UNIQUE CREDENTIALS



ABOUT THE CUSTOMER

The company referenced in this case study is a multinational biotechnology company. Since its inception, the company has expanded and established itself as one of the world's largest independent biopharmaceutical companies.

Beyond the enterprise headquarters, the company also has multiple manufacturing units in several regions across the globe. In the case of the 'Unique Credentials' project, the team from ISSQUARED® serviced the enterprise domain and some manufacturing sites.

CHALLENGES

The company had unique passwords across different Active Directory domains for both the enterprise and manufacturing networks. Every end-user has an account with the enterprise domain where they logged in to the domain, checked their emails, and accessed the SharePoint site. However, if an end-user was located at a manufacturing site, they also required an identity for their respective manufacturing site. This led to a complex and time-consuming process for users and required the company to administer and maintain unique credentials for multiple IDs.

OBJECTIVE

The company was seeking a mechanism to protect all of its Active Directory accounts. The company also wanted to be sure that a user with multiple IDs had unique credentials for each. Ultimately, a solution that combined identity insights, administration, access control, and threat intelligence was required. The solution also needed to provide seamless and secure access to identities, resources, and information.

SOLUTION OVERVIEW

- ✓ Deployment of BeyondTrust Privileged Identity Management Solution
- ✓ Testing and configuration of 'Unique Credentials' scripts
- ✓ Deployment of ORSUS Identity and Access Management Solution
- ✓ Consolidation of 'Unique Credentials' scripts for all domains & notifications to end-users
- ✓ Integration with Active Directory to manage access policy to users and groups.

SOLUTION

After a thorough discussion with the project manager of the company, ISSQUARED® proposed to deploy two solutions to secure the company's accounts and tackle the challenges it was facing. For accounts associated with the manufacturing sites, ISSQUARED® proposed to deploy its ORSUS™ Identity and Access Management solution. To secure admin accounts, the team recommended BeyondTrust Privileged Identity Management Solution for both the enterprise location as well as the manufacturing sites.

Once the solution was confirmed with management, ISSQUARED®'s engineers had multiple meetings with the site leads in order to understand the challenges they were facing and educate them on the technology solution that would resolve these challenges. Based on their feedback, 'Unique Credentials' solution was deployed site by site. The service owner of the project had also contributed to the discussion, suggesting how the script should run and how the project would work best if deployed in a phased manner.

Based on that feedback, the solution was implemented in a phased manner over 18 months. ISSQUARED® deployed BeyondTrust Privileged Identity Management Solution and ORSUS™ Identity and Access Management solution at multiple manufacturing sites as well as the enterprise domain. A script that compared the password hashes in all the domains and notified the user if a password matches in any of their domains, was ultimately created and implemented.

ISSQUARED® held 30+ information sessions with the admins and end-users to educate them on the new technologies and how to retrieve their new passwords using these solutions.



KEY BENEFITS

This solution has enhanced the data security of the company and cut down on repetitive tasks. It has ensured that the employees have unique credentials for their multiple ids. A list of additional benefits are listed below:

BeyondTrust Privileged Identity Management Solution enables the company to manage and audit passwords in a secure IT environment.

This solution has centralized and automated identity management with reduced risk, cost, and improved operational efficiency.

BeyondTrust Privileged Identity Management solution periodically re-validates admin user identities, groups, entitlements, memberships, roles, and access privileges across diverse systems.

End-users can access their systems or credentials by signing into a web-portal. They could launch sessions directly into their systems through the browser or view unique credentials directly.

The BeyondTrust Privileged Identity Management Solution enforces time-based access, restricts certain actions, and enables monitoring, recording, and alerts to session activity.

This solution has enforced password security, least-privileged access, and policy configuration for all privileged sessions.

The solution has enabled the company to automate settings and manage passwords of privileged accounts.

The solution has been integrated with the Active Directory for managing access policy to users and groups.

ORSUS™ IAM periodically re-validates identities, groups, entitlements, memberships, roles, and end-users' access privileges across systems, and audits requests from end-users for access. It also enables the creation of groups or roles with defined access privileges and control group membership.

ORSUS™ IAM has provided simple administration and access control and safeguarded the company from security risks & threats. It has also provided flexibility by customizing workflow processes, list entries, window attributes, business scenarios, UIs, reports, etc.

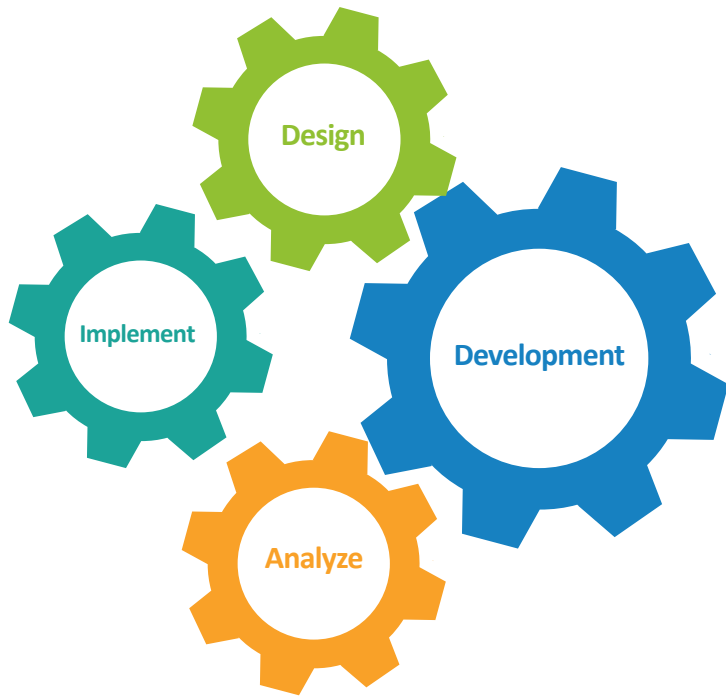
The ORSUS IAM solution has enabled the end-user to establish connections with various resources and offer scalability on any platform, on-premise, or cloud.

Future Plans: 'Unique Credentials' is an offshoot of the advance cyber resilience project. The project operation remains ongoing.

TESTIMONIALS

"Congratulation to the entire team of ISSQUARED® to drive this critical project to this important milestone" – **Senior Manager at the company**

"Tremendous collaboration and accomplishment, reflecting great credit to the entire organization. Thanks to the entire DIAS (IT and Operations) team of ISSQUARED®." – **Senior Manager at the company.**





ISSQUARED®

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ISSQUARED® is headquartered in Westlake Village, California, US. It offers global delivery capabilities with its presence across the UK, Ireland, the Middle East, India, Singapore and other parts of the US too.



 HQ: 2659 Townsgate Rd, Suite 227
Westlake Village CA 91361 USA

 +1 805 371 0585
+1 800 779 0587

 sales@issquaredinc.com
www.issquaredinc.com



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