

SUCCESS STORY

A PRESTIGIOUS UTILITIES COMPANY

The Company selected IDM Technologies to provide state-of-an-art Privileged Account Management (PAM) solution as the Company did not have a systemic tool to identify privileged accounts nor the ability to monitor or track privileged user activities, and no proper system to enforce and ensure compliance for privileged account management policy for privileged users.

Overview

The entity plays a crucial role in managing and maintaining the network, ensuring the reliable supply of utilities to residential, commercial, and industrial consumers. The entity is focused on enhancing service quality, infrastructure development, and sustainability in providing essential services to the community.

Business Challenges

Challenges related to complex IT environments, legacy infrastructure, and managing high volumes of privileged users and vendor access. Change management and incident response are additional concerns, making a well-planned PAM strategy crucial for safeguarding critical utility infrastructure and adhering to regulatory standards.

- ✓ Diverse and complex IT environment with various systems, databases, and applications. Identifying all privileged accounts and access points within this complexity can be challenging.
- ✓ Secure Vendors, Consultants and 3rd party accesses.

The IDM Solution

- ✓ Implement a centralized PAM platform that provides visibility and control over all privileged accounts and access points. It offers a comprehensive solution to manage and monitor privileges in a diverse and complex IT environment.
- ✓ Detect, alert, and respond to anomalous activities across all privileged users.
- ✓ Provided a process to securely extend privileged access to third-party vendors and managed service providers.

The company at a glance:

A government-owned entity, responsible for the distribution of utility services across the territory.

Industry:

Utilities

Location:

The Middle East

IDM Services:

- ❖ PAM Professional Services

Key Results:

- ✓ Centralized PAM platforms and customized policies enabled more efficient privileged access management, reducing administrative overhead and allowing resources to be focused on higher-priority security tasks.
- ✓ Simplified security administration and management.
- ✓ Helped reduce administrative cost and complexity by simplifying access for third-party personnel and mitigating security risks and vulnerabilities.