Midwest school district moves beyond password management to enterprise privileged access management

imprivata®

Intermediate school district (ISD)

LOCATION
Midwest, United States

STUDENTS
1,000+

CHALLENGES

- Lack of visibility and control over privileged credentials for users, systems, and applications

- Need to simplify provisioning of privileged accounts

RESULTS

- Increased security through granular access controls

- Secured remote access for workers and third-party contractors

- Improved auditing with privileged session recording

SOLUTION

- Imprivata Privileged Access Management

> **Imprivata Privileged Access Management proves that security can be an enabler. Before we implemented it, it was difficult to grant access to various users to different systems, but now we can log in to Imprivata Privileged Access Management with two-factor authentication, and we can grant users rights to whatever systems their job function dictates.**

A midwestern intermediate school district uses Imprivata Privileged Access Management to safeguard privileged credentials, manage and control user access, and improve auditing capabilities. The Imprivata solution provides full control and insight into which privileged accounts and systems are being accessed to conform to industry rules and regulations. Remote workers and third-party contractors have secure access to systems without revealing the login credentials.

Challenges

An intermediate school district in the Midwest outgrew its basic password manager software and required enterprise privileged access management functionality to manage and monitor all privileged users and accounts. This included network, local, Active Directory, cloud, emergency, and service-to-application accounts. The district also wanted a solution that made provisioning and deprovisioning accounts easier.

Solution

The district evaluated multiple privileged access management vendors and quickly decided on Imprivata Privileged Access Management. According to the district IT Manager, "We were so impressed with Imprivata Privileged Access Management and the demos from the product team that we moved forward with the implementation and have been happy since."

The district did some upfront planning to untangle information stored in their password manager. Over time, users had lumped large amounts of information and multiple logins into single records instead of creating individual records. Once this was addressed, the overall implementation of Imprivata Privileged Access Management took fewer than two days. "The import function in the Imprivata solution let us bring in data quickly once it was formatted into a spreadsheet for consumption."

The district was able to secure all of its privileged accounts in Imprivata Privileged Access Management including Linux and Windows servers, network switches, and various web portals for IoT devices such as UPS SNMP cards. In fact, the IT team has yet to find a service that they cannot store in Imprivata Privileged Access Management. The district has even created custom record types in the Imprivata solution to store large sensitive notes that do not translate easily to a simple username/password combination.

Users find Imprivata Privileged Access Management easy to use. The IT Manager commented, "Every time I make an account on a website, I just open [the solution] and generate a username and/or strong random password for it. The next time I log in to the site, I can click the Imprivata Chrome browser extension to fill in the credentials for me."

The district appreciates Imprivata's agile development approach that regularly advances the software to meet changing security requirements. "Upgrades are amazingly simple, it's a one-button upgrade through the web interface. Anytime we have a question the Imprivata support team is responsive and helpful."

Results

The district currently has 20 technicians and 30 users on Imprivata Privileged Access Management and continues to expand. When the pandemic hit and the district was forced to work remotely, Imprivata Privileged Access Management made that transition secure and seamless. The district took advantage of SSH and RDP proxies and opened up RDP through the Windows firewall to individual workstations to only Imprivata and not the rest of the network. Users leverage the VPN from home as normal and the Windows RDP client to connect to their desktop through Imprivata.

Using the solution as a remote access gateway, the district can't tell a difference between regular RDP and proxied. "This was a big hit with our users because trying to log in directly to the file servers from home and pull big files across the VPN wasn't working well for those who live in rural areas or have poor Internet connectivity. The RDP feature also allows us to limit and record each session for auditing. This is especially important for our third-party vendors such as HVAC vendors who require access to servers and operational technology."

Imprivata, the digital identity company for enterprise, provides identity, authentication, and access management solutions that are purpose-built to solve hyper-complex workflow, security, and compliance challenges.

For more information, please contact us at 1 781 674 2700
or visit us online at www.imprivata.com

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