Managed service provider improves cybersecurity and drives revenue with privileged access management

ORGANIZATION SNAPSHOT

LOCATION
United States

SIZE
$50M - $250M USD

INDUSTRY
IT services

CHALLENGE

- Meet compliance and SLA requirements

- Drive revenue growth

- Secure end points

SOLUTION

- Imprivata Privileged Access Management

RESULTS

- Strengthened customer confidence

- Secured growing number of end points

- Improved operational efficiencies
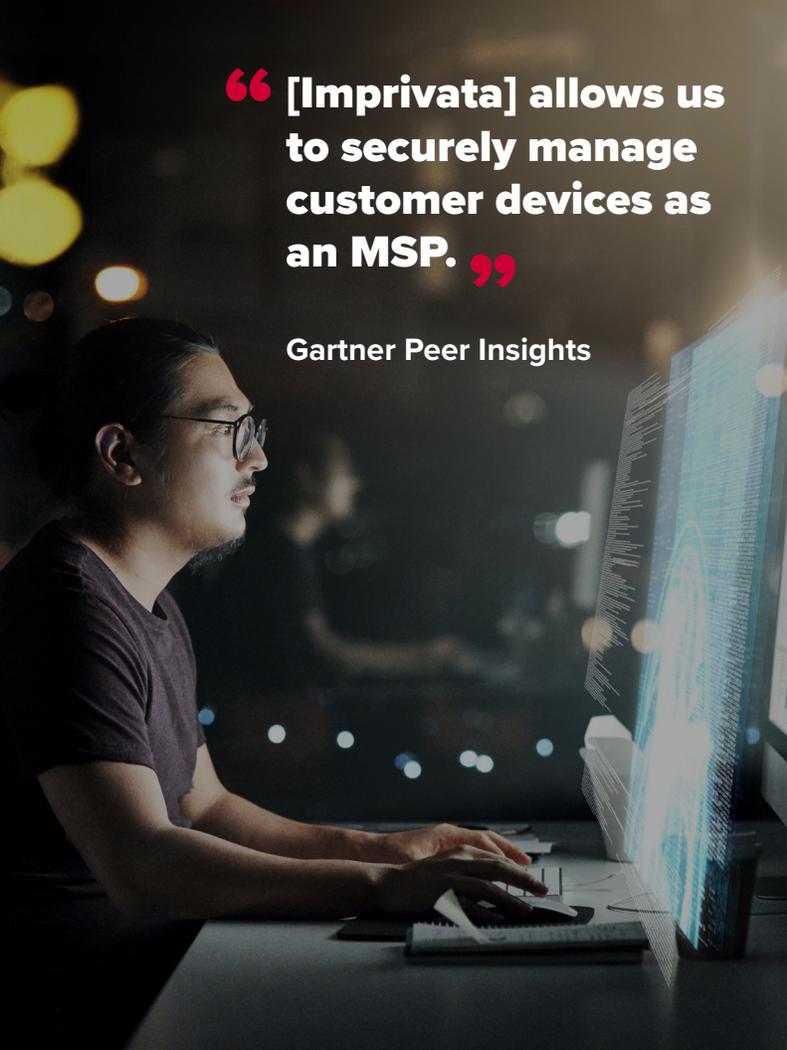
> **[Imprivata] allows us to securely manage customer devices as an MSP.**
>
> **Gartner Peer Insights**

Small and medium sized business rely on managed service providers (MSPs) as a trusted partner to keep IT systems running and data secure. Imprivata Privileged Access Management provides MSPs with the tools to manage passwords and access to customer's privileged accounts while delivering detailed auditing to meet compliance requirements.

Challenges

As cyberattacks and ransomware increase, security has become a top concern for managed service providers (MSPs) and their customers. A security breach within an MSP not only impacts their business operations, but it puts all their clients' IT systems, servers, and critical data at risk.

Today's MSPs must safeguard each client's systems and privileged information by documenting what security controls are in place to manage a customer's systems. To do this, MSPs need a modern and scalable privileged access management (PAM) solution that can manage and report on multiple clients from a single deployment.

To meet customer compliance requirements and attract new customers, a mid-sized MSP in North America needed enterprise-class PAM software to enhance its security posture and deliver secure access to privileged accounts and customer devices.

Solution

After a thorough evaluation of PAM providers, the US-based MSP selected Imprivata Privileged Access Management, enabling the MSP to easily manage privileged accounts, sessions, and tasks for multiple clients.

When asked about the deployment, a knowledge expert with the MSP commented, "We are just getting started in our deployment, but so far it is easy to communicate with the company, once set up and configured, the software performs as expected and as promised."

According to the MSP, the solution is full-featured and Imprivata offers a breadth of services that helps them strengthen their customer offerings. The software includes a multitenant vault hierarchy with reporting, permissions, workflows, and task execution, allowing the MSP to safely manage each customer's privileged assets. The MSP can monitor and record each client access session on privileged endpoints, including video, keystroke, and file transfers to remote computers for regulatory compliance.

"(Imprivata) allows us to securely manage customer devices as an MSP, all while providing single sign-on (SSO) to those devices protected by two-factor authentication, and it logs and records sessions, so we know who did what, when, and where, and we have the recordings to prove it."

Imprivata offers a high-trust PAM solution that helps to satisfy both internal and customer compliance and security audit requirements. The MSP can generate and share reports including access, permissions, and inventory specific to each client vault or generate global reports across the entire deployment.

No client or server agents are required, allowing the MSP to deploy a single, secure proxy node to a customer's network to create remote sessions and execute tasks. This adds another layer of separation and security between the MSP and the customer's assets. Using unique permissions per security vault for each client's assets prevents clients from accessing other vaults without limiting the MSP administrator's duties.

Results

Moving to Imprivata Privileged Access Management has strengthened the MSP's security posture, improved customer relationships, and simplified auditing. The service provider can establish multitenant vaults and vault-based approval workflows and securely host multiple clients on the same infrastructure while ensuring the strongest protections for each client's data. Alerts and automation capabilities related to discovery and provisioning accounts help drive operational efficiencies.

With enhanced security, the MSP can meet current and new customer compliance requirements and drive business growth. Customers have peace of mind that their systems and sensitive information is secure and protected.

*Case study details taken from **Gartner Peer Insights**

Imprivata, the digital identity company for healthcare, provides identity, authentication, and access management solutions that are purpose-built to solve healthcare's unique workflow, security, and compliance challenges.

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