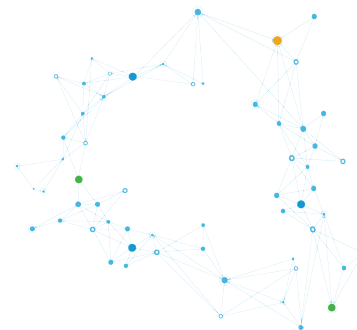


## AptusPAR Helps F500 Insurer Develop and Implement a Secure and Compliant Identity Security Process



A large national insurer knew it had an issue around its Active Directory and Privileged Access Management (PAM). There was discord among users who felt forced to find non-compliant and risky workarounds just to access and download things they deemed “necessary to perform their role” — these actions resulted in a ransomware attack, a data breach, and other security incidents.

Since the insurer’s CISO and necessary staff were already working with AptusPAR on other IT and Development-related projects, it was easy for them to reach out for help and for us to jump right in.

### PAM Issues Were Just the Symptoms

The company had a security event that had compromised a privileged account and prompted this outreach. They realized their existing (and soon to be decommissioned) PAM tool was not the right choice for the team — it was clunky and didn’t integrate with critical endpoints. It was holding up Development, and users were trying to find “other” ways to keep things on track, circumventing security controls. The client’s initial ask of the AptusPAR team was to find a tool to replace their current one, roll it out, train people on how to use it, and get everyone back on board with following established processes and policies.

Using a mix of our experience paired with the results of their initial PAM assessment, the team uncovered underlying issues and rain into pain points such as:

- “This issue is creating roadblocks and stopping the team from executing”
- “We have too many admins — we can’t track what they’re doing, and they have privileged access”

We know that fixing a pain point with a point solution only masks the underlying, larger issue and doesn’t truly solve the bigger, more serious issue. This is why AptusPAR ensures we understand the identity requirements, the use case, what was working, and what wasn’t.

### Overall IAM Was the Real Issue

This insurer, like many larger conglomerates, has grown larger by M&A. The result is siloed groups with disparate solutions that don’t integrate, don’t share data, and are not user friendly. The company has typically applied patches to problems — fixing a symptom but not the underlying issue — to avoid business disruption, but this only caused users to find workarounds, circumventing security controls.



I wish I could hire you to run our entire security organization. You take a whole program approach to Identity Security, which is exactly how we needed to approach this.

– CISO

The initial PAM assessment findings suggested a need to look broadly at Identity Security to develop a comprehensive path forward. The team was able to show the CISO that there was in fact a broader security concern and that they needed to understand what the different constituent groups, from HR to development, needed.

## **IAM (a) Golden Path**

This CISO envisioned success being achieved through a fully automated user lifecycle that's secure and compliant — one that follows a new user or employee from their start and end date with HR, and functions as expected.

To measure success, the AptusPAR team recommended KPIs for achievable metrics and milestones, such as more efficiencies for operations, cost-savings, increase in security, and status of governance and compliance. They also provided the CISO with ways to “talk up and out” so he could convey the whys, hows, and future of the program. Users felt heard, their frustrations understood, and the next step was deployment and training.

## **A Satisfied Client**

This insurer's CISO has been so pleased with the approach of the extended AptusPAR team and results to date that he “wishes I could hire you to run our entire security organization. You take a whole program approach to Identity Security, which is exactly how we needed to approach this.” These encouraging results have led to this insurer retaining AptusPAR as its Managed Service Provider (MSP).

---

[Contact us](#) if you would like to discuss how we can partner with you to help accelerate your business with technology, innovation, and results.

[www.apтусpar.com](http://www.apтусpar.com)