**mti**
A RICOH Company



## CASE STUDY:
# Privileged Access Management

A bespoke approach to designing a PAM
system utilising our CyberArk expertise
to tighten information security.

**CYBERARK®**

## Organisation & Challenge

Vulnerability to cyberattacks had been identified for this government department during an independent NIST risk assessment.

The organisation needed to develop a response to both external attackers and malicious insiders targeting Privileged Accounts as a way to gain access to their IT systems. There was a loss of control of their Privileged Access Management (PAM) accumulated over many years, caused by multiple factors including poorly-integrated technology, high user-churn, and a need for behavioural change amongst staff committed to old ways of working.

We understood the need to take a holistic view of the situation, and provided a bespoke solution, designed, built, implemented, and maintained in-house. Working in collaboration with the Department's staff including their Security & Operations (SecOps) team we delivered a market-leading solution to create an integrated, flexible, and robust privileged access management system.

Working closely with the Department's SecOps team and business users, MTI designed the solution, built and tested it to ensure it met all requirements, and supported the Department with the roll-out and transition, including on-boarding users and securing buy-in.

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We also designed deployment patterns and built competency within their internal team to allow the system to be rolled out more widely within the department.

As ongoing support we provide a team of certified, security-cleared engineers who can provide additional resource for time-critical projects, reassuring the Department there will always be qualified personnel when needed.

## Industry

Government Organisation

## The Results

We delivered multiple tangible benefits to the Department, including:

- Reduced threat from internal and external attacks against Privileged Accounts, ensuring compliance and data security.
- An holistic Privileged Access Management system that addresses the organisational, technical, and human elements of their privileged access challenges to ensure a robust, integrated approach.
- CyberArk is segregating users from privileged accounts for business critical systems, automatically setting complex passwords and rotating them regularly.
- Users no longer need to store or remember passwords reducing the risk of loss, theft, lockouts or exposure of the credentials.
- Increased competency within their organisation, both in system users and their technical and security teams.
- Significant reduction in legacy privilege accounts.

## The Solution

Tailored and customised CyberArk Privileged Access Management system to address privileged access management risks and challenges.

## The Process

- Discovery & Design to understand and address specific needs
- Build & Test developing the right solution in collaboration with the department's experts
- Transition to the system, including internal training and onboarding of users, building competency and buy-in
- Supporting ongoing management through strong governance systems and a dedicated internal team

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## Why MTI

The department chose MTI as CyberArk's first and longest standing partner in the UK, knowing we would bring the relevant knowledge and experience to successfully deliver this complex project. This included our track record working with organisations and systems of a similar size and scope. They were assured we would able to provide them with a partnership working model, deep-diving their environment to build a thorough understanding and address their problems holistically.

## Customer Reaction

We have received positive feedback throughout the engagement from initial design, piloting and transition into Live Service and the expansion out to wider teams and other divisions.

One example of feedback included:

*"It's a pleasure to work with CyberArk SMEs who know the product inside out, and can provide authoritative, clear and comprehensive responses to questions and challenges."*

*- Technical Design Authority Lead*

## About MTI

MTI is a technology services and solutions provider operating across EMEA, with offices located in the UK, France, and Germany. With over 30 years of experience, MTI has helped thousands of organisations transform their IT operations, enabling them to leverage the latest technologies, reduce operating costs, increase flexibility, and mitigate risks.

Specialising in data and cyber security, data centre modernisation, IT managed services, and IT transformation services, MTI utilises proven methodologies, best practices, and a consultative approach to help its customers overcome business challenges. MTI ensures secure, compliant management of customers' applications, data, infrastructure, and systems environments.

MTI has made significant investments in developing capabilities and services across various technologies and disciplines. The emphasis is on providing professional and managed services to help customers accelerate and de-risk their IT transformation projects.