Delinea

Cybersecurity leader switches to Delinea for greater transparency, customization, and collaboration

✓ Challenges

The company had been struggling for years with an existing PAM solution. "It took a year and a half to be fully functional, and even then, it was very far from what we thought it should give us," recalls the Director of Corporate IT Infrastructure.

The IT team had no access to the database and couldn't understand system dependencies, which made it difficult to build customizations and integrations. Even with highly technical expertise in-house, they were forced to rely on professional services because of the vendor's complex, closed PAM infrastructure.

For secure remote sessions, they wanted to create and rotate passwords automatically, without a user needing to know them. They needed to easily share secrets with users to access service accounts, including cloud accounts like Azure. They also wanted local administrators to have personal folders for their own secrets.

The company also had an eye on a passwordless future. They sought a PAM partner that would work with identity management solutions and help them create a seamless user experience.

Background

The IT operations team of a leading Data Loss Prevention company has high expectations for Privileged Access Management. They depend on stable, secure access for the day-to-day work of their IT team, as well as service accounts to connect to servers and conduct maintenance tasks. Their hybrid-cloud environment is distributed over several regions. After numerous failed attempts to address the shortcomings of their existing PAM solution, they knew it was time for a change.
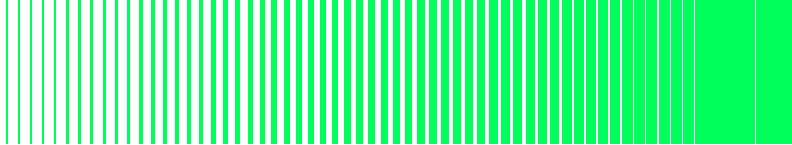
✅ Solution

Based on their experience, IT leadership conducted their search for a new PAM vendor with clear criteria. They were looking for a solution that was more transparent, customizable, and easier to use.

The evaluation team worked closely with Delinea PAM experts and were able to address 90% of their use cases in a Proof of Concept. Ultimately, they selected Delinea Secret Server as the only PAM solution that could meet their needs.

Secret Server's SQL-based architecture is easier for the in-house IT team to understand. They now have access to customize scripts so they can query the database and create their own reports as needed.

✅ Results

As a result of the detailed POC and dedicated attention of the Delinea sales engineering and product development team, the Secret Server installation was smooth and rapid. Today, the system is stable and running smoothly.

Secret Server has also improved the experience for the company's IT and business users, who can access credentials and connect instantly to resources they need to do their jobs.

The company has already experienced the difference in Delinea's approach as a true partner. "What we really liked was that what we didn't accomplish in the POC, we fixed with product enhancement, and we submitted feature requests that were approved. We feel the development team is really listening to us," shared the PAM project lead.

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> "Delinea's user experience and the architecture of the infrastructure is by far much more stable and makes it easier to manage than the other vendor."
>
> → Director of Corporate IT Infrastructure

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Delinea is a leading provider of Privileged Access Management (PAM) solutions for the modern, hybrid enterprise. The Delinea Platform seamlessly extends PAM by providing authorization for all identities, controlling access to an organization's most critical hybrid cloud infrastructure and sensitive data to help reduce risk, ensure compliance, and simplify security. Delinea removes complexity and defines the boundaries of access for thousands of customers worldwide. Our customers range from small businesses to the world's largest financial institutions, intelligence agencies, and critical infrastructure companies. **delinea.com**