Centralised control simplifies management, boosts security

Aquila Heywood saves the work of two full-time equivalents each week on privileged access management (PAM) processes while ensuring compliance in a more security-conscious world

Key Facts

- **Company**
  Aquila Heywood

- **Industry**
  Software

- **Country**
  United Kingdom

- **Website**
  www.aquilauk.co.uk/home

Challenges

- Hundreds of privileged access requests happening each day

- No centralised PAM solution to secure privileged passwords or manage workflows

- Many hours spent each week on manually administering PAM

- Reduced time available to work on other IT initiatives

Results

- Out-of-the-box, appliance-based solution increases security

- Only two days of training required to master Safeguard

- Centralised store for passwords, which are regularly rotated

- Favourites feature expedites approval process

- Saves the work of two full-time equivalents a week on PAM

- Records privileged access sessions for compliance

Solutions

- One identity Safeguard

Aquila Heywood wanted to update its privileged access management processes to increase data security and efficiency. The existing solution involved manual steps and lacked features such as centralised control of privileged access passwords.

The company implemented One Identity Safeguard for PAM to automate access request and approval processes and to record access sessions. Today, Aquila Heywood has increased security and efficiency—saving the work of two full-time equivalents (FTEs) each week on PAM processes.

Manual processes mean important projects take back seat

Aquila Heywood builds modern software solutions for pension providers and third parties. The company hosts many of these solutions as part of its managed services offering in Tier 4 data centres designed for mission-critical servers. In line with new regulations such as General Data Protection Regulation (GDPR) across the European Union and a greater focus on security by customers, Aquila Heywood continues to strengthen its data centre facilities from the encryption of data to control over server access.

As part of this process, Aquila Heywood wanted to update its privileged access management (PAM) processes. The hosting support team receives hundreds of requests a day from the customer support team, software developers and solution specialists for access to the hosting servers. They may need to install updates, deploy new software or adjust services based on customer requests. With so many requests to process, the hosting support team found granting access time-consuming. There was no centralised solution to retain privileged access passwords, record sessions or manage workflows that would save time.

> "The hosting team is saving two days of FTE time per week because of Safeguard."

Adam Livingstone,
Senior Technical Consultant for the Hosting Support Team,
Aquila Heywood

Plus, the team had to rotate passwords manually. Adam Livingstone, senior technical consultant for the hosting support team at Aquila Heywood, says, "We spent many hours a week on PAM, which reduced the time we could spend on an important data centre refresh."

Out-of-the-box solution

Aquila Heywood went to market for a PAM solution that could increase efficiencies and help the company meet the increasing demands of customers around data security. The company reviewed several PAM solutions before focusing attention on One Identity Safeguard. "We were attracted by Safeguard coming as an appliance," says Livingstone. "It was more than a piece of PAM software that we would have to deploy on a server. Everything was pre-installed and ready for use."

After running a proof of concept of Safeguard, Aquila Heywood installed the appliance and a One Identity solutions architect provided training. Livingstone remembers, "From the start, we saw that Safeguard would be a simple solution to use. The solutions architect worked with us for just two days to go through everything. The ease of use as well as the feature sets told us this was the right solution for us."

Simplified, centralised PAM

With Safeguard, Aquila Heywood now centrally manages and records privileged sessions on its servers in the hosting data centres. Safeguard's workflow engine handles access request and approval processes while securely storing passwords, which it regularly rotates. With teams such as support desk and product specialists often requesting the same privileged access, Aquila Heywood is using a Favourites feature in Safeguard to bunch several password requests into a single Favourites request to further expedite the approval process.

Saving two full-time equivalents a week

Aquila Heywood has significantly cut the time that staff spend handling PAM. For users who can be making dozens of requests a day for passwords, the time they are recouping is precious. Says Livingstone, "It may add up to 10 to 15 minutes a day, but over a week or a month that is a significant saving. The hosting team is saving two days of FTE time per week because of Safeguard." Plus, the time saved is being used on refreshing the hosting data centre project. "We've migrated around 15 percent of our clients to our new infrastructure," he says, "so there is still a lot of work to do."

Continued compliance in a changing world

Besides the efficiency improvements, Aquila Heywood can ensure it keeps step with the increasing focus on data security. GDPR has meant tighter regulation on data protection and privacy, and companies are creating their own data security teams to assess their own systems and those of managed services providers. Livingstone says, "With Safeguard, we can provide our customers' data security teams with full-session audits, plus recordings and replays of all privileged sessions. The audit reports in Safeguard help us tick all the security boxes of our clients."

About One Identity

The One Identity family of identity and access management (IAM) solutions offers IAM for the real world including business-centric, modular and integrated, and future-ready solutions for identity governance, access management and privileged management. Learn more at OneIdentity.com