

CASE STUDY

# Monitoring On-premise Cloud Environment at Leading Solution Provider

Safeguard for Privileged Sessions



NICE Systems is the worldwide leading provider of software solutions enabling organizations to improve customer experience and business results, ensure compliance, fight financial crime, and safeguard people and assets. NICE's solutions empower organizations to capture, analyze, and apply, in real time, insights from both structured and unstructured Big Data. NICE has a presence in more than 150 countries and is regularly recognized for innovation and the value it provides to more than 25,000 customers, including more than 85 of the Fortune 100.

## Learn more

- [Safeguard homepage](#)
- [Request callback](#)

## The Challenge

NICE Cloud Services provides secure hosted versions of NICE's diverse product portfolio and is continuously looking to increase the resilience and security of its products. Their devices run in an elevated security environment requiring stringent change control and detailed audit logs. For this reason, NICE wanted to increase the level of detail they receive from their monitoring systems without the need for installing additional agents or components on the endpoints. This also included a capability for 4-eyes authorization of changes for which they previously have been using unorthodox methods such as WebEx and similar video conferencing tools. They wanted the final solution to be transparent to the support staff without adversely affecting their workflows. In essence, they were looking for a point solution that only attempted to accomplish what it needed to without aiming to replace their existing privileged identity management (PIM) deployment.

## The Solution

NICE experts chose Safeguard for Privileged Sessions as it enabled them to introduce a transparent monitoring layer to their cloud environment without forcing any additional dependencies into endpoints.

"We trialed multiple scenarios with multiple PIM vendors and Safeguard for Privileged Sessions won with its invisibility." – added Bicskei.

Deploying Safeguard for Privileged Sessions in a test environment and running interoperability tests took a month. NICE was able to roll out the final setup into production in about two months as most of the configuration was accomplished on the network side. They are currently running Safeguard for Privileged Sessions 4 LTS version in their regional data centers monitoring hundreds of privileged support engineers. Support engineers use Linux, OSX, Windows 7 and Windows 10 clients for accessing Red Hat Enterprise Linux 6 & 7, Windows 2008 and Windows 2012 servers protected by Safeguard for Privileged Sessions.

"WE WOULD RECOMMEND ONE IDENTITY SAFEGUARD FOR PRIVILEGED SESSIONS TO EVERYONE WHO WISHES TO ADD EXTRA MONITORING TO THEIR ENVIRONMENT WITHOUT AFFECTING THE EXISTING WORKFLOWS OF THEIR SUPPORT STAFF."

– Alen Bicskei, Manager of Security and Compliance, NICE Systems.

## Benefits

Safeguard for Privileged Sessions improved and simplified NICE's post-change analysis process and also reduced the time their senior engineers have to spend supervising contractors or junior engineers. NICE has additional operational benefits by using:

- Safeguard for Privileged Sessions 4-eyes authorization function for managing configuration changes,
- Indexing for fast, free-text search in audit trails,
- Alerting on malicious or non-authorized screen content.

Integrating Safeguard for Privileged Sessions with ServiceNow IT service management solution is on NICE's roadmap.

"We would highlight the ease of implementation and the network transparency of Safeguard for Privileged Sessions and this invisibility is the very reason why we would recommend this to everyone who wishes to add extra monitoring to their environment without affecting the existing workflows of their support staff."  
- concludes Bicskei.



*Monitoring support engineers in NICE's on-premise cloud environment with Safeguard for Privileged Sessions*

## About One Identity

One Identity helps organizations get identity and access management (IAM) right. With our unique combination of offerings, including a portfolio of identity governance, access management, privileged management and identity as a service solutions, organizations can achieve their full potential - unimpeded by security, yet safeguarded against threats. Learn more at [OneIdentity.com](https://www.oneidentity.com)