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# MENTAL HEALTH CONCERN

## AN OSIRIUM CASE STUDY

### MENTAL HEALTH CONCERN'S IT TRANSFORMATION PROJECT

Mental Health Concern - part of Concern Group - is a charity providing a wide range of specialist health and community care services on behalf of the NHS and local authorities in the North East of England. In operation for over 30 years, their mission is to improve the mental health and wellbeing of the people they serve.

### THE CHALLENGE

Mental Health Concern sought to control and secure Third-Party access by managed service engineers by removing their exposure to sensitive credentials. They were looking for an easy to use and well supported Privileged Access Management solution to protect the most sensitive patient record data. The ability to monitor and audit where privileged users have been was also key.

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## To address their business requirements, Mental Health Concern specifically considered:

- Third-Party access protection – Third-Party providers are often given unlimited privileged access in excess of what is actually required to do their job. The misuse of uncontrolled privilege in the hybrid-cloud world has become one of the most critical security challenges, as these accounts open a door through which Third-Parties can compromise data and inflict cyber-attacks, ultimately causing irreparable damage to the business and its reputation.

### The solution: Privileged Account Security

After thoroughly researching the market for an alternative Privileged Account Management solution, Mental Health Concern found that the Osirium PxM Platform was the best fit for their business, not only for Privileged Access Management but for its Session Management functionality, and the ability to provide a full audit trail of all Third-Party actions.

The PxM Platform's Privileged Session Management module enables security and compliance managers at Mental Health Concern to record, store and playback any privileged activities that take place across their entire hybrid-cloud infrastructures. Privileged Session Management not only ensures full user access accountability and visibility for meeting compliance mandates but also acts as a unique deterrent against SysAdmin malpractice by providing irrefutable evidence of their privileged activities with the added benefit of removing the insider threat.

Speaking about the PxM Platform's session recording functionality, John Slator (Head of IT and Informatics) commented, *"The PxM Platform adds a vital layer of control and accountability around managing our Third-Parties. Now, we can record their access and view a video-style playback of each privileged session, including in fast-play mode. Even the keystrokes of our Third-Party providers are captured, helping us to locate where specific commands were typed."*

The PxM Platform is used to provide Mental Health Concern with RDP single sign-on (SSO) to Windows servers, Web SSO to management consoles, thick clients and SSH SSO to firewalls. In SSO terms, the PxM Platform covers not only the simple RDP and SSH requirements, but also the more complex HTTP/HTTPS requirements. In addition, it allows Mental Health Concern to go one step further by launching and signing into thick client management applications. By doing this, Third-Party access is made secure, and credentials are isolated, therefore separating people from passwords.

Requiring quick and painless implementation for business continuity reasons, John Slator (Head of IT and Informatics) commented on the speed of installation; *"Osirium's PxM Platform was set up and installed in two days, compared to the two weeks our previous solution had taken."*

Continuing, he remarked *"being headquartered in the UK, Osirium provide us with the local support and the reliability our previous Privileged Access Management provider could not."*

### About Osirium

Osirium is a UK software development team that has pioneered the concept of a virtual air gap for privileged account access. The team have delivered a virtual appliance that can recognise an incoming identity, create a connection to a system, device or application, perform single sign-on and enterprise class password life cycle management, and then hand the pre-prepared session back to the incoming request ready for system management.

The session can be recorded, subject to time windows and device group separation. Osirium has delivered millions of privileged tasks and sessions for many of our blue chip clients. Osirium currently has four patents pending.