Gibtelecom

Company: Major telecommunications provider
Location: Gibraltar
Industry: Telecoms
Osirium solution: Osirium PAM

Challenge

- Reduce risk by removing complexity and human risk and introduce more robust security controls
- Standardise across Windows, UNIX, network devices and web apps, a range of databases, servers, network and security devices
- Manage staff, including those outside IT and third party access

Solution

- Consolidate access management and simplify configuration and remote access with Osirium PAM.

The Challenge

Gibtelecom is the largest supplier of telecom services in Gibraltar. With a range of consumer and corporate clients, including major financial services, maritime and gaming providers, the security and availability of their services is the highest priority.

It was clear to Gibtelecom that there's an ever-increasing number of different attack vectors across IT that needed to be addressed. They also faced challenges caused by the wide variety of different tools used by admins, the growing reality that those admins are no longer only in IT, and the need to grant remote access to suppliers and partners.

As part of the ongoing process of enhancing IT security controls, they needed a platform to simplify access and control, improve visibility and separate people from valuable system credentials.

But it was also critical that any solution should not impact productivity. If the solution was not usable, then security controls would be bypassed. If done well, then tasks that previously needed an Admin could be safely delegated to the Service Desk to resolve.

The Approach Taken

Gibtelecom identified the key use cases that needed to be managed especially given the challenges of a small team managing a relatively large IT estate. Visibility and auditing would be critical to show compliance and management of user access rights, such as by establishing regular rotation of credentials, and the consolidation of existing "local" password repositories. Absolutely critical in their requirements was that any solution had to be readily available to guarantee access to credentials in a disaster-recovery scenario. Osirium PAM's "break glass" capability was the solution.

> "What struck us with Osirium PAM was not just the breadth of capabilities, but also its flexibility and ease of implementation."

They went further and considered future needs in their requirements. For example, automation of tasks that need privileged credentials such as gathering data for technical support and building custom applications.

Having defined the requirements, Gibtelecom started the process of evaluating Privileged Access Management (PAM) solutions. A number of vendors were initially considered, but Osirium stood out as being straightforward and simple to implement. As a result, Gibtelecom chose to progress to a Proof of Concept (POC) with Osirium PAM.

During the POC, Gibtelecom evaluated the ability of Osirium PAM to support their broad range of system and device types, its ease of use, high-availability and failover scenarios. They also evaluated credential lifecycles, backups and emergency break glass access to systems.

Gibtelecom were impressed by the number and broad range of templates available to support different devices and services. They found the ability to automate tasks was very flexible and the PAM client was intuitive and easy to use. It was particularly appreciated that the client is browser-based, with no need to install the client on staff or partner systems.

The expected ease of implementation was proven during the POC. "We found Osirium easy to work with. The Osirium team was highly technically competent and Osirium had a clear roadmap and vision that aligned with ours,"said Alex Breedon, IT Manager at Gibtelecom. "They worked closely with us every step of the way."

Gibtelecom saw many benefits during the POC: they were able to consolidate and simplify remote access for on-call engineers and partners, they reduced the number of different configurations across a wide range of systems, and granular auditing of third-party access was possible ("session recording is a wonderful thing," according to Alex).

> "With Osirium, PAM's a no-brainer.
> Just good security practice"

Benefits and Next Steps

Having been running Osirium PAM in production for over a year, Gibtelecom have been observing the success they expected after the POC. The system has been straightforward to manage, remote users and partners have had easy access to systems via the PAM client, and the system has proven to be highly reliable.

Gibtelecom are now looking at future expansion for automation and, in particular, expanding out to business workflows using Osirium PAM's approvals. They also intend to make use of Osirium PAM's time windows to further improve access control. With this experience, Alex recommends that every organisation should be adopting PAM from day one – "With Osirium, PAM's a no-brainer. Just good security practice."