

National Law Firm Leverages Secret Server

Reduce risk, increase efficiency, and build client confidence

✔ Challenges

When he joined the firm, the Infrastructure Manager, identified security gaps and inefficiencies across his team.

“We had issues with plain text passwords, credentials tracked in Word and Excel files instead of secured in a vault, and credential changes that weren’t documented at all,” he recalls.

Not only were the law firm’s security practices not up to date, but he found they were inefficient and costly to manage.

For example, when an admin changed a password, it was not always consistently documented, making it difficult for others who needed access to get it quickly. Additionally, when a password that provided access to a server, database, or other infrastructure was reset, the lack of consistent documentation and centralized management of credentials became more apparent. These issues made it more challenging to secure privileged accounts

and instill confidence in their Privileged Access Management security.

The IT team spent too much time tracking down passwords in files and email archives. The team tried to use Microsoft LAPS to manage permissions but struggled with the complexity that did not fit their environment. “At the time, it could only affect one local account per computer, and we had two. So, we had to choose one, and that wasn’t possible.”

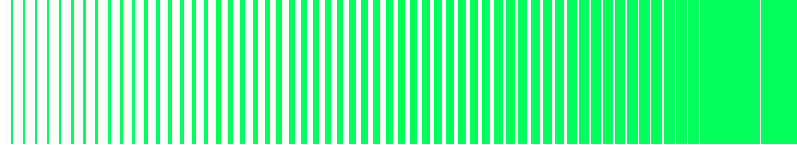
Manual work slowed productivity for the entire organization, as users couldn’t get access to the information and systems they needed creating unnecessary roadblocks and delays. They needed a better way to keep client data secure while enabling productivity and increasing efficiency. He was confident they could make privileged access security accessible and seamless for everyone.

Background

A National law firm provides legal counsel and legislative services to clients that demand a high degree of data security, including healthcare organizations, Fortune 500 companies, and international corporations. With over 550 employees distributed across nine offices, the law firm regularly accesses and exchanges sensitive, confidential, and protected information. To maintain confidence in their partnership, clients periodically request audits of the firm’s cybersecurity practices and require them to have cybersecurity insurance.



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✓ Solution

The Infrastructure Manager and his team selected Secret Server, Delinea's encrypted vault, to implement Privileged Access Management (PAM) for all Windows servers and additional infrastructure and service accounts. After assessing providers of basic password vaults, they found that Secret Server had additional enterprise-scale functionality they needed.

Secret Server allowed them to solve two critical goals: They needed a consistent, secure way for trusted, privileged users to access account credentials, even when changed or rotated to meet security requirements. In addition, the IT team wanted mobile functionality to allow them to manage privileged credentials and secure access no matter where they work, even when they aren't at their desks.

They also knew that no solution would positively impact security if unusable. He needed an easy-to-use PAM solution to gain buy-in and drive adoption. He remembers how easy Secret Server was to deploy. "From Day Zero to Day One was really easy."

With Secret Server in place, the team removed unnecessary user privileges to meet least privilege, zero trust best practices while seamlessly giving users access to resources needed to do their job. For example, the help desk now has access only to local admin passwords for workstations or conference rooms, while Citrix administrators have access to the services they need. Users adapted to the change well. "Once you get past initial questions and make sure everyone has what they actually need, it's pretty slick," says the Infrastructure Manager.

Soon after deployment, his team leveraged Secret Server's automation capabilities, such as creating complex passwords and rotating and expiring them, so his team had more time to focus on critical business and IT needs. Now, when they run vulnerability scans or need to connect to other third-party

tools or service accounts, the system can automatically fetch the latest password from Secret Server and execute without missing a beat. The team is never blindsided by upgrades that fail or services that don't work because they aren't able to access credentials.

✓ Results

The entire law firm can now confidently provide audits requested by their clients, demonstrating that sensitive data is secure. Encryption in Secret Server builds client confidence, as do Secret Server's audit trail and reports. As they renew cyber insurance policies, they expect the assessment process will be easier because the company has evidence of PAM security controls. And with cyber insurance getting more complex every year, they are looking to leverage more functionality in Secret Server to maintain coverage as they move forward. Secret Server removed the complexity and limitations of using Microsoft LAPS, "Secret Server can target any number of local accounts and made it easier to assign passwords and set permissions by User Group," they explain.

It also increased efficiency by creating one place to access, store, and document privileged credentials. "Absolutely, it definitely is much more efficient. We're not stuck searching for passwords. I can do a quick search in there, and away you go."

Secret Server is easy for the entire organization to use and saves the IT team valuable time. For example, during maintenance, "with the help of Secret Server, we have everything documented and at our fingertips so we can shut servers down and have them back up right away, so people have time back and don't have to work after hours."

"Having one spot to go makes the process easier, more consistent, and more secure," says the Infrastructure Manager. "It's one of those things that just works. It's become part of our workflow."



Delinea

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