Norwegian Cruise Line Holdings

NCLH streamlines user access reviews and saves 300 hours annually with Fastpath

✅ Challenges

With a combined fleet of 32 ships, Norwegian Cruise Line Holdings Ltd. (NCLH) offers itineraries to approximately 700 destinations worldwide. As a publicly traded company, with over 41,000 team members across the globe, the need for automated User Access Reviews (UAR) was critical.

The NCLH IT compliance team was held responsible for SOX User Access Reviews, which included 450 unique reviewers, 14,000 users to be reviewed, and about 300,000 lines of access to be reviewed across their in-scope SOX business applications. This included the need to integrate with PeopleSoft, Salesforce and 12 other custom applications. NCLH is subject to SOX and PCI DSS compliance as well as GDPR. Performing these reviews using emails and spreadsheets was an extremely manual and time-consuming process that was prone to errors. This is when the CIO and Director of IT Compliance decided it was time to begin looking for a new solution for user access reviews.

Background

Norwegian Cruise Line Holdings Ltd. is a leading global cruise company that operates three award-winning brands: Norwegian Cruise Line, Oceania Cruises, and Regent Seven Seas Cruises.

NCLH
NORWEGIAN CRUISE LINE
HOLDINGS LTD.

> ❝ Fastpath saved us enough time for our team to take on an additional 7 system UARs — translated to a savings of approximately 300 hours a year"
>
> → Director of IT Compliance, Norwegian Cruise Line Holdings

✅ Solution

NCLH licensed solutions from Fastpath, now part of Delinea, selecting the Fastpath Access Control and Access Certification modules to better manage Segregation of Duties (SoD) and User Access Reviews.

After NCLH assessed other SaaS solutions and custom developed solutions, they found Fastpath was the most cost-effective and met their solution criteria that included: quick to setup, customizable, UI experience and overall functionality.

Following the implementation of the Fastpath Access Certification module, NCLH has been able to quickly view the status of user access reviews in a singular report and dashboard, automatically send reminder emails to reviewers, delegate reviews, prevent self-review and quickly display access rights. Their team members have been able to take on additional responsibilities and now have better visibility into review status and tracking—and spend less time on manual follow-ups. Additionally, Fastpath Access Control allows NCLH to analyze business application access risk, including SoD, down to the lowest securable object and report conflicts or risks associated with that access so they can be remediated.

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Overall, Fastpath Access Certification and Access Control provide a valuable solution for teams handling user access reviews and segregation of duties. The responsive support team ensures timely issue resolution, and our business users have had a positive experience"

→ Director, IT Compliance

FASTPATH
now part of Delinea

Fastpath, now part of Delinea, provides advanced security solutions designed to enhance security posture and simplify compliance processes. With centralized, cloud-based IT General Controls (ITGC), including Segregation of Duties (SoD), Fastpath enables businesses to efficiently manage and secure identities, enforce robust access controls, and track changes in data across critical business applications. Fastpath provides user-friendly security tools that deliver rapid results, helping organizations streamline their security, audit, and compliance workflows. As part of Delinea, Fastpath improves visibility and ensures comprehensive control over the entire IT ecosystem, empowering organizations to maintain robust security and compliance with ease and efficiency.