



Delinea

SOFTCAT CASE STUDY

Softcat leverages Delinea Secret Server to secure their privileged accounts and streamline compliance

✓ Challenges

Softcat recognized the growing complexity and risks associated with managing privileged accounts not tied to individual users. As the organization scaled and diversified, several key issues emerged:

- **Identity sprawl:** A large volume of non-user-tied accounts and credentials were scattered across various systems, complicating effective management.
- **Privileged access abuse risks:** The lack of controls and visibility posed significant risks for unauthorized access and misuse.
- **Audit and compliance gaps:** Without centralized oversight, meeting audit and compliance requirements became increasingly difficult.

These challenges, if left unresolved, had the potential to result in security breaches, operational inefficiencies, and non-compliance with industry standards.

To address these challenges, Softcat selected Delinea Secret Server Cloud—a powerful, scalable solution designed for secure management of privileged accounts.

Why Delinea:

- Comprehensive security features tailored for enterprise environments
- Seamless integration with existing infrastructure
- Strong reputation and expertise in Privileged Access Management (PAM)

Background

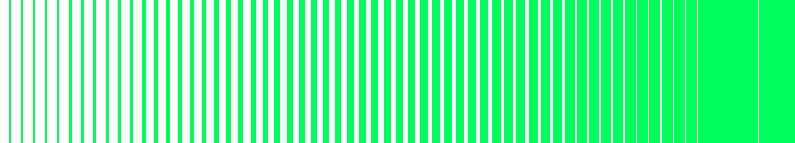
Softcat is a leading provider of IT infrastructure solutions and services, supporting organizations across the UK, Europe, and the US in effectively implementing and managing their IT environments.

Industry: IT Services

Region: United Kingdom

Employees: ~2,600

softcat



Implementation highlights:

- **Internal Stakeholders:** Security, IT, and Development teams
- **Timeline:** 3 months from planning to go-live
- **Key Integrations:** Active Directory (AD), Entra ID (formerly Azure AD), SIEM systems, and internal ticketing systems
- **API Access:** Secure API calls enabled the development team to retrieve credentials directly in code, eliminating hardcoded secrets and improving DevSecOps maturity.

By integrating Delinea into their existing ecosystem, Softcat achieved secure, automated handling of secrets while maintaining operational efficiency.

✓ Results

Quantifiable outcomes:

- **Time Saved:** Automation reduced manual management overhead for privileged accounts
- **Risk Reduced:** Centralized access controls and audit logs minimized exposure to unauthorized access
- **Compliance Achieved:** Improved visibility and reporting helped meet internal and regulatory compliance requirements
- **Downtime Avoided:** Efficient access provisioning and secret rotation mitigated the risk of outages

Qualitative benefits:

- **Streamlined Audits:** Reporting and traceability simplified audit preparation and execution
- **Improved Visibility:** Enhanced monitoring of privileged account activity strengthened overall security posture
- **Team Synergy:** The implementation fostered stronger collaboration between IT, security, and development

✓ Conclusion

Softcat's implementation of Delinea Secret Server Cloud has not only secured its privileged accounts but also reinforced its compliance readiness and internal collaboration. By choosing Delinea, Softcat has taken a significant step forward in modernizing its identity security practices across the enterprise.



Delinea

Delinea is a pioneer in securing identities through centralized authorization, making organizations more secure by seamlessly governing their interactions across modern enterprise. It applies context and intelligence throughout the identity lifecycle, across cloud and traditional infrastructure, data, and SaaS applications to eliminate identity-related threats. Delinea uniquely provides intelligent authorization for all identities, allowing precise user identification, appropriate access assignment, interaction monitoring, and swift response to irregularities. The Delinea Platform accelerates adoption and boosts productivity, deploying in weeks, not months, requiring just 10% of the resources compared to competitors. Discover more about Delinea on [Delinea.com](https://delinea.com), [LinkedIn](https://www.linkedin.com/company/delinea), [X](https://www.x.com/delinea), and [YouTube](https://www.youtube.com/channel/UCv3v3v3v3v3v3v3v3v3v3v3).