

## Introduction

With rapid innovation in Information Technologies the IT infrastructure these days comprises of diverse technologies, tools and devices interacting seamlessly towards fulfilling ever changing business needs. Securing access to the IT infrastructure is managed through user identities. The manifold increase in users of the system poses its own challenges of managing privilege user identities and access rights.

One of India's largest telecom services group with operations spread across the globe, needed a solution to manage multiple users and their access rights to IT infrastructure. Since the users, systems and devices were also geographically distributed, they faced challenges managing privileged access control for their systems and devices. Among the key challenges included managing heterogeneous devices, user access approval and maintaining detailed record of user activities on systems and devices for forensics and compliance.

DOYEN implemented Dell TPAM to help customer achieve enhanced control for mitigating challenges pertaining to privileged access for their systems and devices.

### KEY CHALLENGES

- **Heterogeneous devices**
- Managing Approvals and Privilege Access Control
- **Password management and compliance**
- Audit trails

### SOLUTION FEATURES

- **Secure Password Vault**
- **Single Sign-On**
- **Granular Access Control**
- **Easy Integration** with existing Infrastructure
- In-depth audit trails

## DOYEN's Solution

After studying the current setup and understanding the challenges the customer was facing, DOYEN recommended Dell TPAM as best fit solution for managing access and approvals. Dell TPAM offers Privileged Access Management with features such as Secure Password Vault, Single Sign On for all systems and devices, granular access control based on device and user, in-depth audit trails for access to systems and devices along with dual factor authentication.

DOYEN has several years of experience in providing access control solutions and expertise on different security products along with deep understanding of the systems integration. After successful implementation of Dell TPAM, the solution today helps Customer manage access and compliance for around 500 systems and devices with 1500+ privileged accounts and 100+ administrators spread across the globe.

## Outcomes and Benefits

The customer is satisfied to have a centralized control over user access to different systems. The IT Team can control and audit privileged access through secure, automated and policy-based workflows. TPAM ensures auto-logins for administrators to avoid exposing passwords to them thereby enhancing accountability. The audit team can now get comprehensive tracking logs and reporting in addition to reconnaissance for user access on systems and devices

To learn how we can help write to us at [info@doyeninfosolutions.com](mailto:info@doyeninfosolutions.com)