



Government Department
Streamlines & Simplifies
Access Management
& Session Monitoring



The customer, a large department in the Hong Kong government, replaced their outdated password sharing system with our lean PrivX access management solution. While simplifying access management for the customer and its employees, third-party associates, partners and vendors, PrivX also ensured the department benefitted from enhanced monitoring capabilities.

Providing Customer Context

Having historically relied on a password sharing system, the customer was looking to move away from this complex and unreliable approach and embrace a more secure Privileged Access Management (PAM) solution. In particular, the customer required a solution that simplified management, enhanced its monitoring capabilities and streamlined the access request and approval workflow.

SSH.COM had already established a relationship with the customer thanks to its adoption of our older CryptoAuditor monitoring tool. PrivX allowed the customer to revolutionise its approach to access management while also updating its monitoring technology and improving its ability to record what actions users were taking within its digital systems.

A More Cost-effective & Trustworthy PAM Solution

As a large public sector organisation, the customer manages thousands of connections and a significant number of access requests and changes. It employs a relatively large workforce, and these individuals' access permissions are regularly changing due to internal transfers, promotions and new hires etc. This meant that access management had become expensive, time-consuming and error-prone.

PrivX allowed the customer to resolve all three of these issues



Cost

Traditional PAM solutions require manual updating, and integration can often take years to complete. PrivX was fully integrated and set up within two weeks, ensuring the customer benefitted immediately and project momentum wasn't lost over a drawn-out deployment period. It also minimised the amount of manual intervention required to manage access, reducing associated costs in the process.



Time-consuming

PrivX's agentless approach limits the amount of time spent administering access management by doing away with the need to install agents on client workstations or host servers. PrivX also draws data directly from the customer's identity management system, eliminating manual update processes and ensuring information only needs updating on this central system



Inaccurate/ Untrustworthy

Traditional PAM solutions still utilise passwords - a notoriously unreliable security measure. PrivX has allowed the customer to adopt an access management system based on ephemeral security certificates. Rather than maintaining a password vault and spending resources on expensive credential lifecycle management, the customer uses PrivX, which automatically authenticates the user's secure SSH/RDP connection and offers simple, instantaneous and password-free access to its systems

More Than Just Access Management

The client has also benefited from the way PrivX integrates several critical functions into a single piece of software. Whereas the client historically used two separate tools for access management and session monitoring, PrivX incorporates both into a holistic PAM solution.

This ensures the client benefits from a digital toolkit that's designed to work together seamlessly, maximises its return on investment and contributes to a more secure digital infrastructure.

As a public sector organisation that handles large quantities of sensitive data, the recording and monitoring functionality is of particular value to the client.

PrivX's ability to record access traffic and create full audit logs allows the client to analyse user behaviour and search for discrepancies and anomalies that suggest security issues or malicious intent.

However, the monitoring functions also have other uses. In this case, the customer has used PrivX's monitoring tools to create training materials and assist in the education of new hires. It has played an essential role in improving the customer's troubleshooting processes, too. By allowing it to investigate the way users and systems behave in certain circumstances, it's ensured the customer can identify problem areas and refine and improve the design of its digital infrastructure.



Standardising Access Request & Approval

Workflows

As a large government department, the customer works with a significant number of third-party actors to deliver its services. This resulted in a complex access management system that depended on a labour-intensive password rotation system. As well as being less secure, this system was also more costly thanks to its reliance on manual processes.

PrivX introduced a quick, easy and streamlined access request and approval workflow that minimises the amount of manual input required for secure access management and allows for a considerable amount of customisation.

Rather than approving access for particular individuals, PrivX defines access according to roles. This avoids the need to adjust access settings for each user on the system, who can simply be attributed a role instead. PrivX also allows administrators to define the period over which access is permitted. This can be anywhere from short, two-hour emergency access to regular Monday to Friday or permanent access, ensuring the customer can tailor permissions to meet its needs.

The result is an access management system that is more secure, consumes fewer resources and presents all users with a simple, standardised request and approval process.



Easy Integration With Native Tools

The customer also required a PAM solution that would allow easy integration with native tools including Putty and RDP Client, as it would prevent end users from having to alter their behaviour.

Additionally, PrivX supports HTML5 browser based access. This was particularly important due to the customer's intention to focus more heavily on HTML5 in the future. Any PAM solution the customer chose must have futureproofed its access management approach by supporting this switch while also allowing for integration with protocols used in the past. PrivX supports the client's native tools, ensuring the user experience remains largely unchanged.

PrivX's versatility has benefited the customer in other ways, too. A flexible tool that supports cloud-based, on-premises and hybrid systems, PrivX can manage access for hosts in private cloud servers and AWS, Azure, and GCP cloud environments. This is essential for a government department running a diverse technology portfolio and engaging with a range of third-party service providers and users.

Finally, PrivX is built around a microservices architecture, allowing for almost unlimited scalability. This suited the client's plans for the future, ensuring they were investing in PAM technology that can grow, develop and continue fulfilling its role as the organisation's wider digital infrastructure evolved.





Finland

SSH Communication Security Oyj
Karvaamokuja 2 B 00380 Helsinki
www.ssh.com
+358 20 500 7000
info.fi@ssh.com

USA

SSH Communication Security, INC.
434 W 33rd Street, Suite 842
New York, NY, 10001, USA
www.ssh.com
+1 781 247 2100
info.fi@ssh.com

Hong Kong

SSH Communication Security LTD.
35/F Central Plaza, 18 Harbour Road
Wan Chai
Hong Kong
www.ssh.com
+852 2593 1182
info.fi@ssh.com