



✓ Admin By Request | Case Study

Afa Insurance

Owned by Sweden's labor market parties, Afa Insurance provides comprehensive cover for employees within the private sector, municipalities, and county councils. Today, more than 4.9 million people are covered by at least one of Afa's insurances.

Industry:

Financial Services

Number of Employees:

Ca. 700

Operating System Seats:

Microsoft Windows - 1200

Endpoints Running ABR:

20%



The Challenge

Within its single office location housing 700 employees, Afa Insurance identified a problem in the number of rogue administrator accounts spread throughout the organization that were not being efficiently managed or monitored. As well as this security concern, a considerable amount of time was being spent by IT personnel addressing issues arising from employees needing elevated access to perform tasks.

After investigation, Afa ascertained that a company-wide cleanup of previously unchecked local administrator accounts would be required to achieve security. To tackle the admin-access challenge, the solution would also need to provide capability to control and manage administrative access going forward.

The Solution

Admin By Request's Privileged Access Management (PAM) solution was identified as the most effective response to the challenge and was rolled out to 20% of Afa Insurance's 1200 Windows endpoints over the course of one month.

In the phased-rollout approach, administrative rights were revoked on all endpoints using the 'Revoke Admin Rights' feature – replaced with Admin By Request's self-service application designed to give users the ability to gain elevated access on a Just-In-Time basis.

The Impact

The solution has met and exceeded the challenge faced by Afa, ticking off security needs by enabling quick and painless removal of admin privileges and providing valuable insight into privileged activity:

"The most noticeable impact is increased security. It helped us to remove the local admin accounts spread around the company and take control over the users' need for local admin access: what they use this for and what is actually getting installed – all of this getting logged. Peace of mind is ensured with the knowledge that installations are legitimate and safe."

Since implementation, an estimated 15-20% of time has been saved in IT personnel time, with Help Desk callouts now often unnecessary thanks to the self-service nature of the solution. Afa expects more timesaving when Admin By Request is rolled out to more user groups.

Employee satisfaction is high: Domain and Sysadmins are happy with Admin By Request handling the majority of privileged activity and allowing them to focus on other tasks. End users are satisfied being able to test and undertake admin jobs alone in an easy and efficient way, without having to wait for IT personnel as they did prior to implementation.

Moving Forward

Afa's plan with Admin By Request in the future is to continue the phased rollout, expanding the solution to all computers in order to improve both the end-user experience and overall security. With Admin By Request rolled out to all endpoints, Afa would look to integrating the solution with their existing ticket / ordering system using Admin By Request's public REST API.

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Admin By Request made it easy for us to take control over the users' needs for administrative access on their computers. We now have full control over what is actually installed, and over the admin tasks being performed. The users are only admins when they need to be – it all works great!

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