



Senacor

Transforming organizations: expertly, efficiently, and successfully is the mission statement of IT Consulting company, Senacor. With their team of 900, they've been delivering user-oriented and future-proof solutions to German-speaking countries for over 20 years.

Industry:
IT Consulting

Number of Employees:
Ca 900

Endpoints Running ABR:
1055

Operating System Seats:
Microsoft Windows - 49%
macOS - 50%
Linux - 1%



The Challenge

In a company comprising more than 50% developers, Senacor identified the need to provide their users with as much flexibility as possible to work with their preferred software applications, without taking up significant Helpdesk resources reviewing each application. With developers working on macOS, Windows, and Linux endpoints, the solution needed to be 'one size fits all' - covering all three operating systems and compiling the data for each in a central platform.

Senacor also wanted the solution to help with reporting on privileged activity for future customer audits, and to tick off check boxes in various compliance standards - including TISAX and ISO 27001 - on their way to achieving certification in 2023.

The Solution

Senacor chose Admin By Request Privileged Access Management (PAM) solution due to its multi-platform functionality, effectiveness at collecting and organizing all endpoint data in a central Admin Portal, and its logging capabilities which would enable the IT organization to meet compliance requirements.

After a trial period of four months, Admin By Request was automatically deployed using Azure AD groups to 1000+ endpoints over the course of a few weeks, replacing SAP Privileges on macOS and Local Administrators on Windows devices. Adoption has taken approximately six to eight weeks, during which user feedback was collected to review and adjust permissions where necessary.

The Impact

Implementing Admin By Request has given developers at Senacor the flexibility needed to work with their chosen applications safely while also relieving Helpdesk personnel from simple tasks such as software installs. The reporting features of the PAM tool have provided the necessary visibility and security, with IT Admin Manager, Georg Bögerl, stating:

"With its comprehensive access controls and monitoring capabilities, we now have peace of mind knowing that our privileged accounts are secure, reducing the risk of unauthorized access and potential breaches."

Senacor Administrators are very satisfied with the transparency provided by the solution - particularly the ability to check software against the VirusTotal database for malware before executing. Developers have been slower with the transition from SAP Privileges to Admin By Request, however the Senacor IT team is confident in the software after their extensive trial period.

Challenges were faced in configuring Admin By Request in the macOS environment compared to the Windows environment due to slightly differing functionality, however these were overcome with round-the-clock assistance from Admin By Request support personnel.

Moving Forward

Admin By Request is now part of Senacor's default software stack for any new joiners. Moving forward, they will continue to collect feedback from endusers to fine-tune configurations and permissions, and work closely with Admin By Request personnel to utilize the security tool to its fullest capacity across the Windows, macOS, and Linux platforms.

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Admin by Request has significantly enhanced our endpoint security and provided us with invaluable visibility across our mixed environment of macOS and Windows devices. I highly recommend Admin By Request for any organization looking to bolster their endpoint security and gain better control over privileged access.

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~
Georg Bögerl,
IT Administration Manager.

