

ADVA

With a team of 2000 spread across the globe, ADVA Optical Networking SE is a technology leader and the architects of some of the world's most advanced networks. Their goal since establishment in 1994 is to provide scalable solutions for transporting data, to meet increasing bandwidth demands and the needs of their customers.

Industry:

Telecommunications

Number of Employees:

Ca. 2000

Number of Sites:

13 sites in 8 countries

Endpoints Running ABR:

2500



The Challenge

The main issue faced by ADVA was security. They wanted to remove employees from the local admin group to prevent unintended malware installation and other security risks that come with administrator access.

The company also wanted employees (in particular, developers) to have the ability to install software themselves in a secure manner rather than relying on Help Desk personnel, and be able to access software and system settings as required in order to perform their jobs.

The Solution

Admin By Request's Privileged Access Management (PAM) solution was chosen for its ease of use - particularly the self-service nature of the end-user application and the functionality to immediately remove unwanted users from the local admins group within the online User Portal.

Deployment across ADVA devices was completed in three phases over the course of approximately 6 months, starting with the entire IT department, then going location by location. Deployment and implementation over 2500 ADVA Windows 10 endpoints was hassle-free, with configuration taking approximately two months including testing.

The Impact

After deployment and configuration, users were removed from the local admin group across the board. Those requiring admin privileges to do their jobs (i.e., developers) migrated to using the Admin By Request endpoint client to self-obtain this on an as-needed basis.

Full adoption of the software was complete within approximately two months of operation, and users were still able to do their jobs throughout the process with no decrease in productivity noted.

In regards to Help Desk support:

"There was a learning curve to start with, but after a few months of operation there are very few cases related to ABR"

Moving Forward

ADVA has implemented Admin By Request on all endpoints, and plans to extend the use of the PAM solution to additional endpoints as the organization grows.

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Admin By Request has helped us to remove employees from the local Administrator group in Windows while still allowing them to do their job. They are able to quickly and easily get Administrator permissions to install software or change settings without permanent Administrator rights. This drastically reduces the chances of Malware infections through email or web browsing.

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~
Tim Duggan,
IT Director.

