

Securing privileged access for a Fortune **Global 500** company

Implementing and operating a resilient PAM solution for a pharma and healthcare major



Customer profile

The client is a 100+ years old US-based Fortune 500 and Fortune Global 500 company that develops medical devices, pharmaceuticals, and consumer packaged goods. With numerous subsidiary companies, the corporation has presence in 50+ countries and its products are sold almost across the entire world.



Business challenges



Business disruptions caused by interruptions to SAP Service due to human error.



Lack of adequate controls allowing execution of unauthorized critical commands on Linux servers hosting SAP and leading to security gaps.



Absence of a secure, auditable, and efficient way to manage the authorization process for executing critical commands.



Inadequate logs and audit of who executed which commands.

HCLTech solution and services

HCLTech and BeyondTrust partnered with the Client to enhance the security of their SAP environment. The team provided a comprehensive solution that met the customer's requirements and expectations, by implementing the following:

- Deployment of BeyondTrust Privilege Manager for UNIX / Linux (PMUL) v21.1 as the privilege management solution, with best practices like HA, DR, backup and data replication
- Roll-out of PMUL clients and enforcement of PMUL policies on over 4000+ SAP Linux servers hosting 60+ SAP platforms across the globe (on-premises & on cloud) and managed by 250+ administrators

- Supported ServiceNow team to test and roll out updated request forms
- Customization of the PMUL solution to meet the customer's specific requirements through close collaboration with BeyondTrust professional services
- Configuration of PMUL to integrate seamlessly with the customer's existing server access and automation workflow
- Session recording and event logs for review and audit purposes
- A break-glass process for allowing the execution of critical commands in emergency situations



By working closely with the customer and collaborating with BeyondTrust professional services, HCLTech was able to deliver a robust security solution that addressed the customer's existing challenges and exceeded their expectations.

Benefits/ value delivered



HCLTech and BeyondTrust's solution helped the customer in achieving a secure, auditable, and efficient way to manage the authorization process for executing critical commands



A phased roll out approach ensured smooth adoption in all environments



Reduced the risk of unauthorized activities or human error on mission-critical SAP applications, resulting in improved security, better control, and reduced SAP service interruptions



Better audit & accountability control via session recording feature enabling the customer to review and monitor all activities on the servers for enhanced security and compliance

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