



Admin By Request | Case Study

ESIS

Erhvervsskolernes IT Samarbejde (i.e., The Business Schools' IT Cooperation) is an information technology organization who run and manage IT infrastructure across a number of schools. Their work revolves around maintaining the highest uptime for all systems, with the goal of providing more accessible, cost-efficient, and effective IT systems.

Industry:

IT and Education

Number of Employees:

Ca. 4000

Number of Schools:

13

Endpoints Running ABR:

6417



The Challenge

ESIS identified multiple challenges relating to security, productivity, and overused resources prior to implementing Admin By Request. They wanted to remove users' administrative privileges on all devices due to security concerns – particularly the increasingly advanced and numerous ransomware attacks making headlines at the time – but had no easy or efficient way to do this.

Doing so (i.e., removing admin rights) in turn would affect productivity, with many users requiring elevated access at times in order to do their jobs. This contributed to concern over resources; a solution would need to be 'self-sufficient' – not requiring too much management from personnel, or taking an extended amount of time to deploy and implement.

The Solution

Admin By Request was found to address all identified issues. The capability to remove admin rights across all devices in a few simple steps via the User Portal was seen as strong selling point for ESIS, along with the self-service nature of the application once installed on endpoints. This, and the simple deployment and configuration steps, ticked the productivity and resource challenges off the list, while anti-malware and logging capabilities addressed security concerns.

"We looked at multiple different vendors, but ended up choosing Admin By Request against competitors like Cyberark, Thycotic, Heimdalsecurity and others."

The Impact

Administrator rights were removed across all devices, however, users are still able to operate efficiently using the Request feature of the Admin By Request endpoint client, in which users provide their details and a reason for needing elevated privileges before privileged access is granted on a Just-In-Time (JIT), per app basis.

ESIS's internal threat picture has been minimized, resulting in peace of mind for system administrators, and the simple setup and management means that all schools in the ESIS group have been able to roll out the system with minimal assistance from IT personnel:

"When we looked at the different options for managing privileges on our devices, it was very important to us that it did not become another product that required daily supervision. This has succeeded 100% with Admin By Request – 99% of the time it needs no interaction."

Moving Forward

ESIS plan to increase the number of deployed Admin By Request agents to 10,000 by the end of the year, and get 100% coverage across all schools, including new schools that join, to ensure they are protected across the board.

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I'm very happy with Admin By Request in all regards. The product is rock solid and takes on a complex task and manages it with bravura. The simplicity was the major reason for not choosing another vendor. The support has been very fast in responding to questions and the response has always been of a high technical quality.

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Sebastian Kim Morsony,
System Consultant.

