OPTIV

Optiv Accelerates SSO Deployment with CyberArk, Onboards All Apps in 30 Days

Image: Optiv

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Summary

With a tight deadline to transition 2,500 users and a multitude of applications to a new Single Sign-On solution, cybersecurity leader Optiv turned to CyberArk. In just 30 days, and with a close partnership with CyberArk, Optiv onboarded its critical applications to CyberArk SSO. The rollout generated just 80 support tickets, far below expectations, and enabled Optiv to continue moving at speed with minimal disruptions.

Company profile

Optiv, a cyber advisory and solutions leader, delivers strategic and technical expertise to nearly 6,000 companies across every major industry. It partners with organizations to advise, deploy and operate comprehensive cybersecurity programs, including strategy and managed security services, risk management, integration and technology solutions.

Employees: 2,500

CyberArk Products and Services

CyberArk Single Sign-On →

CyberArk Adaptive Multifactor Authentication →

CyberArk Workforce Password Management →

CyberArk Professional Services →

Solutions

Secure your workforce →

Challenges

Optiv faced a high-stakes challenge: rapidly replace its legacy Single Sign-On (SSO) system without disrupting access to hundreds of business-critical applications in just weeks. With a CISO aiming to consolidate vendors and standardize on an identity platform, the organization needed a partner ready to move fast, scale securely, and deliver under pressure.

"The timing was complex due to a number of projects in flight, and we needed to implement quickly without impacting our business-critical applications," said Michael Feliton, Chief Information Officer. "We needed a partner who could support an aggressive deployment timeline, so we partnered with CyberArk. This was a great decision, and the project would not have been successful without their partnership."

Solutions

To meet the aggressive timeline and evolving business needs, Optiv deployed CyberArk SSO, part of the CyberArk Identity Security Platform. The FIDO2-certified, cloud-based solution replaced the legacy system in three weeks, delivering secure, passwordless access for IT admins and business users.

CyberArk SSO provided immediate wins, including:

- Streamlined user experience
- Frictionless access to critical tools
- Scalable foundation for identity-first security

CyberArk's team worked side-by-side with Optiv's technical staff, adapting quickly to Optiv's internal processes, resolving blockers and ensuring success every step. The rollout started with power users representing a cross section of all users and expanded to 2,500 employees across a wide variety of apps.

Results

The outcome was a deployment ahead of schedule and with minimal disruption to Optiv's users. In just 30 days, Optiv successfully onboarded all its business-critical applications to CyberArk SSO, double the number added over the previous eight months on the legacy system. The rollout anticipated about 250 support tickets; in fact, only about 80 were generated of which 50% were end user errors, not system errors.

The platform's flexibility and unlimited application onboarding without extra cost means Optiv can scale identity access quickly and confidently across the organization. Optiv can now add new apps in a fraction of the time and with minimal effort. The simplicity of CyberArk SSO allows internal teams to manage app onboarding with little technical overhead.

"The speed with which the CyberArk SSO solution was rolled out exceeded our expectations. The product is flexible, straightforward and secure, but the partnership made the difference. CyberArk helped us achieve all our objectives, supporting us at our pace, accurately communicating with our project team and pivoted quickly to remove roadblocks. Optiv has a lean, high-performing and demanding team that expects the same from its partners and CyberArk delivered."

–Michael Feliton, Chief Information Officer at Optiv

With CyberArk intelligent privilege controls, the Optiv team was able to meet aggressive deployment goals and transform their access management solution.

Key benefits

- All applications onboarded in just 30 days
- Unlimited app support – no extra cost to scale 80% faster to onboard new applications
- Rollout triggered only 80 support tickets versus 250 expected
- Simple, in-house onboarding with minimal technical effort

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