



Zensar Cuts Risk and Tightens Access with Heimdal's PEDM and Application Control

Zensar chose Heimdal's Privilege Elevation and Delegation Management (PEDM) and Application Control to enhance security, enforce least privilege, support productivity, and meet compliance without disrupting workflows.

Case Study - IT Services & Consulting

CHALLENGES

Implementing Least Privilege at Scale

Zensar needed to restrict admin rights without disrupting productivity. The goal was to grant elevated access only when necessary, in a controlled and auditable way, to reduce exposure and strengthen endpoint security.

Achieving Granular Control Over Applications

Without centralized software control, teams could install unapproved applications. Zensar wanted to define and enforce strict execution policies that would block shadow IT, reduce risk, and align with internal governance standards.

Improving IT Operations and Audit Readiness

The IT team needed better visibility, simplified reporting, and tighter controls. Zensar required a solution that could support efficient operations and compliance, without adding complexity or slowing down critical business workflows.

SOLUTION

Why Zensar chose Heimdal

Zensar deployed Heimdal to tighten access control, improve visibility and strengthen endpoint security without adding complexity.

Tighter privilege controls

Admin rights were restricted to specific roles. Unnecessary access was removed, reducing risk and reinforcing security across the organization.

Granular application governance

We defined clear policies for software installation and removal using customizable allowlists, ensuring tighter control and stronger alignment with compliance goals.

Seamless integration

Heimdal's agent-based setup fit neatly into our existing environment. Security was strengthened without slowing down teams or introducing new friction.

Clear audit trails

Built-in logging simplified compliance reporting, giving us better oversight and confidence in our ability to meet regulatory standards.

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ABOUT ZENSAR

At Zensar, we're an "experience-led everything" company. We're committed to conceptualizing, designing, engineering, marketing and managing digital solutions and experiences for more than 145 leading enterprises. Using our 3Es of experience, engineering and engagement, we harness technology, creativity and insight to deliver meaningful impact.

 **IMPLEMENTATION & ADOPTION**

Heimdal was rolled out quickly across the business. The deployment process was lightweight, with minimal overhead for IT.

Policy creation and monitoring were managed through Heimdal's centralized console, giving administrators full control from a single platform.

Teams continued working as normal while security policies were strengthened in the background. The IT team responded to elevation requests in real-time, without manual bottlenecks or delays.

“The solution is designed for ease of deployment and offers a centralized, user-friendly management interface that simplifies policy creation, monitoring, and adjustment.”

Orwill Sebastian
Manager, Zensar

 **HEIMDAL'S IMPACT**

Rolling out Heimdal delivered measurable improvements across security, operations and compliance:

Stronger endpoint protection

Least privilege enforcement and policy-driven application control significantly reduced exposure to risk.

Faster response times

Streamlined workflows helped IT respond to user requests quickly, without compromising controls.

Simplified compliance

Full visibility and automated reporting made audit preparation easier and faster.

Improved operational fit

The solution aligned with our workflows from day one—adding value without disruption.

“Ultimately, the decision to implement Heimdal's PEDM and Application Control modules is a proactive step in reinforcing our endpoint defenses and supporting a resilient, secure, and agile IT infrastructure.”

Orwill Sebastian
Manager, Zensar



 **ACKNOWLEDGING STRATEGIC DECISION-MAKING**

“We recommended Heimdal as a strategic addition to our cybersecurity ecosystem, specifically for its advanced Privileged Elevation and Delegation Management (PEDM) and Application Control capabilities.

“These features closely align with our organization’s commitment to enhancing endpoint security, minimizing risk exposure, and enabling secure user productivity.”

Orwill Sebastian
Manager, Zensar

 **CONCLUSION**

Zensar’s adoption of Heimdal’s PEDM and Application Control modules marked a major step forward in security, compliance and IT efficiency.

The rollout was fast, smooth and impactful, delivering immediate value while reinforcing the company’s long-term commitment to secure and scalable operations.

“One of the standout reasons for selecting Heimdal is its seamless integration with our existing security stack.”

Orwill Sebastian
Manager, Zensar

**WHY PEDM AND APPLICATION CONTROL FOR IT SERVICES?**

In a fast-moving industry where uptime, compliance, and client trust are non-negotiable, IT services providers face mounting pressure to secure distributed environments without slowing down delivery.

Heimdal equips consulting and managed service teams with scalable privilege and application control, enabling proactive defense, simplified auditing, and seamless integration into existing ecosystems.

WHY HEIMDAL FOR IT SERVICES?

- **Built for Operational Agility.** Heimdal’s lightweight agent and centralized console empower IT teams to implement least privilege and enforce policies without disrupting workflows or ticket flow.
 - **Security That Fits the Stack.** Integrates seamlessly into diverse IT environments without vendor lock-in, ensuring your security posture doesn’t compromise delivery timelines.
 - **Compliance-Ready Controls.** Meet key audit and governance frameworks with granular privilege delegation and built-in activity logging.
 - **Shadow IT Defense.** Block unauthorized applications and reduce software sprawl with customizable allow/deny lists and real-time execution tracking.
 - **Frictionless Scalability.** Whether supporting 50 endpoints or 5,000, Heimdal adapts to multi-client, hybrid environments with minimal IT overhead.
- Heimdal enables forward-thinking IT providers like Zensar to implement zero-trust access and application governance without trading off user experience or delivery speed.

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