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Al Othaim Investment
Secures systems that enable high volume consumer business with Sectona

Abdulla Al Othaim Investment leverages Sectona PAM's hybrid access mechanisms to control privileged session access to internal & remote users

Need

IT team at Al Othaim Investment was looking to replace their existing PAM solution to address few burning needs:

• Provide coherent RDP & SSH sessions over a web browser
• Monitoring of sessions & customized dashboards of session logs
• Provide access to all the networking devices over SSH console
• Enable MFA for users accessing critical data
• Allow secure access to remote users accessing critical systems

Industry
Investment Firm

Solution

Sectona PAM has helped Al Othaim Investment with an automated and robust PAM suit addressing the IT team's requirements around automated password management, comprehensive session monitoring, session isolation for internal and remote user access and uniquely a built-in MFA mechanism for an enhanced layer of security. Furthermore, Sectona provides a failsafe mechanism to retrive passwords securely in case of a disaster recovery scenario.

Benefit

Sectona has helped Othaim stick to its vision and deliver business operations while scaling their massive growth in retail. Easing the work for IT security team by automating manual privileged operations, segregating and creating an isolated layer of access to internal and remote users to IT systems and increasing governance of such user access helps maintain healthy security uptime for the fast moving Othaim business.

Background

Abdullah Al Othaim Investment Co. is one of the sister companies of the Othaim Group, a large conglomerate group in the Kingdom of Saudi Arabia with multiple business lines. Founded in 2001, the group attracts both local as well as global brands due to its international standards in the process of selecting appropriate locations. Currently they own 8 big shopping malls in KSA under their umbrella.

The IT Security team of the Othaim Investment company was looking to replace their existing PAM solution as they were facing challenges with the obsolete techniques used therein. Ideally, they were exploring a PAM solution which could provide them with coherent RDP and SSH sessions over web console as they have multiple remote users taking concurrent sessions and also could enforce MFA for users who handle crucial data. In addition, they were keen to automate the PAM management for simplified use and cost effectiveness.

Staying in Control of Remote User Access

"Managing critical privileged sessions, administering multi-factor authentication for users & controlling access to target systems for both internal & remote users were major challenges for us", says Faisal Khan, IT Infrastructure Director at Abdullah Al Othaim Investment Co.

Moreover the security team believed that for allowing users to take remote access, various ports had to be opened up and monitored, firewall configurations also had to be changed making it tedious to monitor the source of each and every user that was taking access to these critical servers from outside the LAN.

With Sectona PAM solution, they could simplify this by leveraging its hybrid access mechanism and allowing browser-based access to remote users without enforcing multiple port opening & with basic firewall configurations. They could monitor each and every user accessing critical RDP & SSH sessions. And most importantly, a secure channel for communication & isolated sessions could be established with the target servers. Customized reports on latest access could be generated & sent across to concerned team for analysis as well.

Enforcing Additional Layer of Security with Sectona's Built-in MFA

Faisal was clear that a second level of authentication should be configured for users in their IT infrastructure accessing critical data. Stringent access policies makes security stronger and with a second factor authentication in place, one can rest assured that identity theft is reduced to a minimum.

With Sectona PAM, Al Othaim got built-in MFA capabilities that are easy to setup and also create accountability for third party or remote users sharing accounts.

Handling Disaster Recovery Scenarios without impacting Business Operations

"Being an investment company, we cannot afford to have long downtimes as it significantly impacts our business operations", says Faisal and hence required a disaster recovery mechanism in addition to high availability.

For this purpose, Sectona PAM provided Othaim with a Satellite Vault – an offline, isolated and encrypted vault which is in live sync with the Password Vault. Satellite Vault stores passwords of all critical accounts in an encrypted format. In an event where Primary & HA goes down, with the encryption and profile key defined, passwords of these critical accounts can be retrieved and used for accessing the systems quickly without interrupting operations.

Increased Governance with Customized Reports and Dashboards

While Sectona provides comprehensive logs, analyzing the logs via reports and dashboards more simply and effectively are important for the security team. Solution dashboard provides an aerial view of the IT assets, accounts and users in the customer's IT infrastructure including information such as unmanaged accounts, out of sync accounts, active users etc. and also allows for the customer to action on these parameters as seen fit.
Furthermore, Sectona provides an exhaustive list of pre-defined reports for audit purposes that can be scheduled to be automatically sent across periodically. It also allows one to design custom reports based on the pre-defined parameters available, making audit easier.

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