



case study

Thycotic Teams Up with Adobe to Bring Enhanced Privileged Account Security to Build Environments for Cloud Applications

BACKGROUND

Adobe is changing the world through digital experiences. They help their customers create, deliver and optimize content and applications.

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Liz McQuarrie
Principal Scientist & Director of Security Operations
Cloud Operations Team | Adobe

CHALLENGES

Adobe products and cloud services are used on and accessed by billions of devices across the world, and its cloud operations teams wanted to ensure that their high standards of security were adhered to during the building and deploying of Adobe’s award winning products. In particular, Adobe’s build environments were the subject of a new set of leading edge security automation protocols that Adobe has implemented in order to harden those environments from inside or outside threats. Adobe product teams needed to securely provision computing capabilities automatically without human interaction.

One of the priorities for security automation in this particular environment was removing the human element as much as possible to reduce the potential for human error and risk. Because of the various roles needing access to build environments, Adobe needed a way to strictly enforce access management on those privileged credentials and securely store and manage those credentials during and after usage. Adobe began a search for a solution that would meet these requirements.

SOLUTION

Ultimately, Adobe chose Thycotic because of its integration capabilities, enterprise feature set, fast deployment and ease of use among teams.

“The top reasons why we chose Thycotic was because it was easy to deploy, operate and maintain,” says Nay Doummar, Cloud Operations Engineer at Adobe. “The logging and reporting capabilities, the ability to store any type of credential, and its friendly, customizable user interface were also key factors in our decision.”

“What we’ve found with Thycotic is not only do we get this ease of integration, but beyond that we get the security of the credentials,” says Eric Robinson, Security Tools Architect at Adobe. “Privileged credential management gives us the same ability to enforce the same level or greater protection on these build machines as we would have on other individual machines.”

Now, all usage of shared credentials on build machines become logged and audited in the Thycotic solution, providing a detailed recorded history of credential usage at any given time across any number of machines in their build environment. After use, the credentials are checked in and stored safely in Thycotic’s secure vault, and the tool provides automated management of these credentials, completely removing the human element and therefore any risk associated with humans managing privileged credentials.

After further evaluation and finding competitive solutions to have complex, hardware-centric deployments, Thycotic Secret Server was ultimately chosen because of its lightweight installation, low-cost of ownership and the ability



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to securely manage and audit credentials immediately out of the box without complex configurations or requiring the need of professional services to maintain.

“Privileged account security is a major component of our security strategy because the weakest link in any security story is often the human,” says Liz McQuarrie, Principal Scientist and Director of Security Operations for the Cloud Operations team at Adobe. “Select people at Adobe have access to privileged credentials because of their roles. By leveraging Thycotic in our security automation strategy, we’ve been able to remove the human element completely when managing these credentials.”

By partnering with Thycotic on enhanced privileged credential management in build environments, Adobe’s cloud operations teams as well as product teams have added flexibility to try new and innovative practices without compromising security.

BUSINESS IMPACT

To meet its security objectives, Adobe’s cloud operations teams needed to partner with a privileged credential management provider who would be very open-minded and flexible to support Adobe’s security automation ideas and innovation. Adobe worked closely with Thycotic tech support from implementation and final adoption to new feature requests and custom builds that push security automation practices to brand new heights.

“Thycotic has been an incredible partner for us at Adobe. We found the features of Thycotic to be comprehensive, but most of all when we ask for things and want to try something new, they’ve been very responsive,” says Liz McQuarrie, Principal Scientist and Director of Security Operations, Cloud Operations Team at Adobe. “We’re really doing some innovative work, in terms of security automation and deployments. They’ve been a great partner for us in responding to our questions and product requests, and a valuable collaborator.”

Eric Robinson, Security Tools Architect at Adobe, noted the benefits of using a privileged credential management system that was easy to deploy, integrate and use among teams.

“What we’ve found with Thycotic is not only do we get this ease of integration, the web API is super simple to integrate no matter what scripts we’re using or what tools, but beyond that we get the security of the credentials,” says Robinson.

“We get confidence that the credentials our processes are using are not sitting somewhere unprotected, they’re sitting in a secure vault and we feel safe.”

Robinson recognizes the role that privileged credential management plays when building out a completely orchestrated and automated build environment. Managing credentials with Thycotic Secret Server allows Adobe to protect their build machines as much as, or more than, their individual machines.

WRAP-UP

Thycotic is a key component in helping Adobe achieve truly innovative security automation in build environments for its products and cloud services by protecting sensitive privileged credentials and managing privileged user access to those credentials.

“Privileged account management is such a fundamental security control,” says McQuarrie. “I’ve been very happy with our relationship with Thycotic. We have grown rapidly in the area of automation in our build processes and deployment processes and Thycotic has been a great partner with us for that.”

