



case study

kCura chooses Secret Server to protect its enterprise network



BACKGROUND

kCura is a leading e-discovery solution for legal services, featuring an e-discovery software platform called Relativity. More than 12,000 organizations rely on Relativity to manage large volumes of data and quickly identify key issues during litigation, internal investigations, and compliance projects. Relativity has over 150,000 active users in 40+ countries including the U.S. Department of Justice, 70 Fortune 100 companies, and more than 195 of the Am Law 200 law firms. Corporations, law firms, and government agencies use Relativity on-premise, in the cloud, or as a hybrid platform — with hosted, on-demand solutions available through a global network of partners.

CHALLENGES

As a fast-growing software company with more than 100 users on its enterprise network, kCura was looking for an automated, easy to manage solution to organize and store credentials, secure account access, and audit activity, according to kCura's Information System Security Engineer, CJ Wiemer.

“No matter how big your company is, you're going to have credentials associated with servers that you need to store securely,” Wiemer explained. “And, you will likely have to share an admin account at some point to manage a software limitation.”

“Obviously, you don't want to be handing out access to everybody,” he continued. “We needed an approval work flow in place to manage requests for access and be able to track it as well.”



One of the key advantages with Secret Server is the ability to hand out credentials to team members without revealing the password. Secret Server gives us an approval workflow process that lets us respond to requests for access, but also control the elevation of credentials---and track access as well.”

CJ Wiemer,
Information System Security Engineer,
kCura

SOLUTION

Fortunately for kCura, they were already using a free version of Secret Server on-premise that allowed them to experience first-hand the benefits of an automated Privileged Account Management system. Upgrading to Secret Server Premium became a logical next step that enabled the company to unlock more capabilities.

Thycotic Secret Server Premium enables kCura to discover, store, secure and manage privileged account passwords with a single, centralized solution, according to Wiemer. Secret Server solves the security issues associated with shared accounts without revealing any passwords, as well as integrating a secure, automated approval work flow process for elevating credentials when necessary.



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Wiemer described several advantages gained from Secret Server including:

- Secure storage of passwords in a centralized vault with availability at all times;
- Monitoring and auditing access to help ensure users follow security best practices;
- Helping to satisfy compliance requirements; and
- Customizing solutions including the use of APIs for integration with existing software, password rotations, and more.

Today, kCura uses Secret Server across more than 100 users to centralize, control, and protect privileged account passwords and shield systems from malicious access.

“The secrets we use are growing day by day, as more of our people become aware that they can use it,” Wiemer noted. “We’ve been gradually rolling it out to more and more teams, and I can give them their own folder to manage their own secrets. With so many servers and applications to manage throughout our network, we now have an easy solution to house and manage all of those credentials in one central place.”

SECRET SERVER BUSINESS CASE

- ✓ Easy deployment
- ✓ Low cost and time commitment to support
- ✓ Centralized control for privileged account passwords
- ✓ Full auditing and reports
- ✓ Automatic password changing for several platforms such as Windows local accounts, Active Directory service accounts and Unix root accounts

BUSINESS IMPACT

For kCura, Secret Server delivers a fast and easy solution that ensures a safe place to store privileged account passwords, a secure way of handing out those credentials, and the visibility to track access activity, satisfy compliance requirements, and assure accountability.

“From my own personal experience,” Wiemer said, “Secret Server is a quick, easy and elegant solution. I’m two clicks away from logging into a server without even seeing the password. I would definitely recommend Secret Server to others, and let them see for themselves how well it works.” On a broader level, Wiemer emphasized that using Secret Server makes everyone in the organization more aware of the importance of identity in access management by incorporating IT security best practices into the day-to-day operations of his fellow IT team members.

WRAP-UP

Thycotic Secret Server has become an integral part of kCura’s information security strategy, helping to automate and streamline Privileged Account Management, and safeguard information for its internal network and safeguard customer data.

For kCura, Wiemer feels confident that Secret Server will readily accommodate his growing enterprise Privileged Account Management needs as more team members request access to it. He recommends trying Secret Server is solution that is “very easy to spin up” within a day.

“My advice would be to start thinking about how you manage credentials and Identity Access Management as soon as possible,” Wiemer concluded. “You’ll want to integrate an automated Privileged Account Management solution early on in your work flows so you can make it routine and not have to worry about it.”