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Neovera Increases Efficiency and Supports Growth with CA Privileged Access Management

CLIENT PROFILE

Industry: Information Technology
Organization: Neovera

BUSINESS

Neovera is a trusted provider of cyber security services and enterprise cloud solutions with more than 15 years' experience in preventing, detecting, and remediating cyber threats.

CHALLENGE

To provide the security and visibility that its clients expect, Neovera must be able to manage and monitor access of privileged users across multiple platforms and from different access points.

SOLUTION

CA Privileged Access Management automates and streamlines processes for access management while enhancing security. All activity is also recorded and can be fully audited, simplifying compliance for Neovera's clients.

BENEFIT

The CA Technologies solution has enabled Neovera to increase efficiency and to ensure a consistent and high-quality service, which will support the company's future growth.

Business
Protecting organizations from cyber attacks

Founded in 2001, Neovera is a trusted provider of cyber security services and enterprise cloud solutions. It has more than 15 years' experience in preventing, detecting, and remediating cyber threats for companies across multiple industries, including financial services, media, healthcare, education, retail, technology, and non-profits.

The company helps its clients understand the security threats associated with their environment, identify risks, and implement the necessary measures to prevent security breaches and data loss.

Today, Neovera supports hundreds of diverse client systems across multiple Tier 4 datacenters. Its 24×7 operation in Ashburn, Virginia, is the largest Internet and mobile traffic exchange in North America.

Challenge
Managing access across multiple platforms

Neovera's cyber security services are vital not only for protecting clients against threats, but also for compliance with regulations such as PCI DSS (Payment Card Industry Data Security Standard), HIPAA (Health Insurance Portability and Accountability Act), NERC (North American Electric Reliability Corporation) and others.

The ability to control and monitor administrator access across a variety of environments is core to these services. M. Greg Shanton, Vice President, Cyber Security at Neovera, explains, "In today's digital world, business services can reside anywhere: on-premise, in a private data center, or in a private or public cloud. We need to be able to manage access and have visibility across all those platforms to be able to secure our clients' data and applications."

A breach in security could damage the reputation of Neovera and its clients, as well as having a significant financial impact through downtime, ransomware, loss of data, or lack of compliance.

In order to protect its clients, meet their expectations and support its own future growth, Neovera needed a proven and robust solution for access management.

Solution
Simplified yet secure access

Neovera has implemented CA Privileged Access Management to manage and monitor access to secure zones for its own administrators and those of its clients. The solution automates privileged account access using secure single sign-on, which saves administrators time and effort. "We manage thousands of infrastructure components across our data center and public cloud from physical and virtual servers to network and security devices. With CA Privileged Access Management, our administrators don't have to remember hundreds of passwords," comments Shanton. "It also increases protection as individual passwords to different machines and infrastructure components remain secure."

The solution's automation and multi-platform capabilities also make client onboarding and ongoing management easier. "We've streamlined the process of managing privileges across an entire client environment, from servers to the network, and from different access points," adds Shanton.

Neovera can also now monitor and record the activities of privileged accounts, which is essential for regulatory compliance, as Shanton explains, "Whatever interface is used, all activity is stored and can be fully audited – even anything typed into a keyboard is retained - which simplifies compliance as well as enhancing security."

Innovative training and development

Neovera has found another, innovative use for the solution's recording capability: staff training and development. "We can give permission for less experienced people to watch a recording of a more experienced colleague so that they can learn new processes and skills, whether for Active Directory, a firewall, server or any other business function," says Shanton.

By leveraging CA Privileged Access Management in this way, Neovera is keeping a step ahead of training and staffing gaps, which will further help it deliver a high and consistent level of service to its clients.

Benefit

Supporting transformation and growth

With automated and sophisticated privileged access management, Neovera has been able to automate and streamline processes while enhancing security. The CA Technologies solution is also helping it to develop staff and avoid knowledge gaps which can affect quality of service.

"Thanks to CA Privileged Access Management, we can meet our clients' security needs and expectations more easily," comments Shanton.

By implementing the CA Technologies solution, Neovera has been able to:

• Increase productivity and efficiency

• Simplify compliance for its clients

• Ensure high and consistent levels of service

• Support future business growth.

"With CA Privileged Access Management, we can help more clients achieve their digital transformation and continue to grow our business," concludes Shanton.

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