Colt Telecommunications

Integrated, Efficient, Secure

Challenge: Colt Telecommunications needed an integrated, efficient, and easy to use solution to address its identity and privileged access requirements.

Solution: The company chose Bravura Identity, Privilege, and Pass to provide one integrated suite and set of connectors covering IAM, password management and self-service, and PAM.

Outcome: A robust identity management process now provides Colt better controls and processes throughout identity and access management.

Company Name

INDUSTRY
Telecommunications

REGION
Europe, Asia, and North America

PRODUCTS
Bravura Identity, Bravura Pass, Bravura Privilege

As a global telecom leader, Colt Telecommunications strives to transform the way the world works through the power of connectivity. The Colt IQ Network connects 900+ data centers across Europe, Asia, and North America's largest business hubs, with more than 29,000 on net buildings and growing. Customers include data intensive organizations spanning over 210 cities in more than 30 countries, so a secure network is of paramount importance.

With its teams struggling with the challenges of both manual identity and access management (IAM) and privileged access management (PAM) it was time to find a better solution for these critical business operations. What solution could not only automate these processes, but better integrate them into a more user-friendly and efficient IAM and PAM?

The Challenge

Managing users and their access around the world presents a complex, but essential IAM challenge for Colt, which has teams in the UK, North America, Europe, and Asia. The security of their network is critical to business success and shortcomings in identity and privileged access management was at risk for vulnerabilities.

Internal audits identified multiple areas for improvement with teams struggling with the time and potential of human error with manual processes throughout. The provisioning and de-provisioning of user birthright access leading to inconsistency and delays.

The many hours dedicated to the manual review of user entitlement managed via multiple spreadsheets was not a sustainable solution. Colt also needed to address access controls, including segregation of duties (SOD). They also had issues with users having excessive or inappropriate security entitlements.

With a list of needs that spanned both IAM and PAM, plus specific password requirements as well, finding a solution that seamlessly addressed all of these was the goal. They needed an integrated solution to address Colt's identity and privileged access requirements and the product had to be efficient and easy to maintain while providing the functionality to address all of Colt's security goals.

However, as Colt explored its options for IAM and PAM solutions, the team quickly discovered that few vendors offer both in a single platform.

The Solution

With priorities spanning IAM and PAM, Colt was in search of a platform that could deliver on all of its needs in a single solution. They needed key processes automated and access protocols tightened up from onboarding to offboarding and everywhere in between.
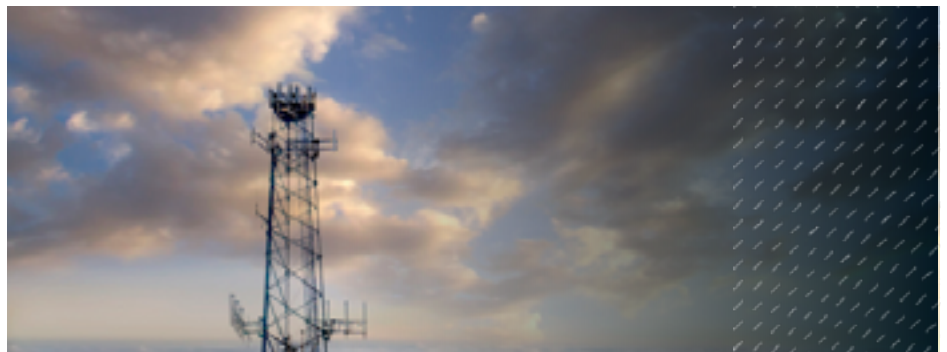
Identifying the right vendor to address their challenges was a challenge in itself. As Colt began reaching out to potential vendors for demos and RFPs, it became more and more clear there were few options that truly met all of their IAM and PAM goals.

Colt's Vice President, Security and Resilience, Venkatesh Ravindran, cites a focus on the organization's specific use cases as an important benchmark for the evaluation of potential solutions. "Understanding how a product or solution would help us solve all of our use cases was key in mapping out potential vendors to solve our IAM and PAM challenges."

Ultimately Colt chose Bravura Security as its vendor to support both identity and privileged access, by implementing Bravura Identity, Privilege, and Pass for a total of 7,000 user licenses and 2,000 managed systems. Bravura Security's competitive pricing and integrated approach as part of the Bravura Security Fabric were key considerations in Colt's final decision.

According to Ravindran, "Normally other vendor products don't provide both capabilities. We were glad to find a solution that met both of those crucial needs at a competitive price."

An experienced vendor will work with your team to not only identify the right solution for your organization's needs, but also to discover the right way to implement that solution. For Colt that meant prioritizing Bravura Identity to first tackle its most urgent requirements around onboarding, offboarding, and access governance. This meant deploying with a phased approach, starting with Identity to be followed by Privilege and Pass.

The Outcome

Now that Bravura Identity and Privilege have been deployed, Colt now has one integrated suite and set of connectors for identity governance and administration, password management and self-service, and privileged access management.

This robust identity management process with better controls has allowed Colt to automate access provisions for its onboarding process, eliminating significant amounts of time once spent on manual implementation. The same time-saving automated steps have also been applied to offboarding — saving Colt's teams around the world countless hours and reducing access risk.

Colt looks forward to building on this success with the implementation of Bravura Pass. The team also has SOD and the further integration of applications to automate data refresh for recertification on its list of next steps. Bravura Security's unmatched library of connectors will make this possible and painless.

"Bravura Security's customizable product has already helped address many of our specific use cases," says Ravindran. "The connector library available for the product has allowed us the flexibility we need to cover both IAM and PAM."

With a single platform in place within Bravura Security Fabric, Colt now has the single platform it needs to streamline IAM and PAM across its global telecom team. If the need should ever arise, the flexibility of the Bravura architecture will allow Colt to easily add addition services (i.e. Bravura Discover and Group). By automating and simplifying these critical tasks, Colt now has even more time for business-growing initiatives and continuing to innovate the world of telecommunications.

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> **Colt's Vice President, Security and Resilience, Venkatesh Ravindra**

We are Bravura Security

We guide our customers from what's now to what's next by solving their digital challenges. Working alongside each customer, we apply our unmatched industrial and digital capabilities to their data and applications to benefit both business and society.

Bravura Security, Inc.