



CASE STUDY

How DXC Secures Highly-Valuable Assets and Administrative Accounts with BeyondTrust

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Products: Password Safe Cloud, PRA Cloud, AD Bridge, Privilege Management Win/Mac Cloud, and PMUL
Company: DXC Technology

DXC Technology (NYSE: DXC) is a leading global provider of information technology services. We're a trusted operating partner to many of the world's most innovative organizations, building solutions that move industries and companies forward. Our engineering, consulting and technology experts help clients simplify, optimize and modernize their systems and processes, manage their most critical workloads, integrate AI-powered intelligence into their operations, and put security and trust at the forefront.

Cloud environments are highly flexible and customizable, but they can quickly become extensive and complex when managing thousands of customers. That's what happened when CSC and HPE Enterprise Services merged in 2017. The resulting company, [DXC Technology](#), had more than 6,000 clients to serve on day one.

Today, DXC has 120,000 employees across 70 countries. Some of the world's biggest companies, from private enterprises to public sector organizations, look to us for IT consulting solutions.

I joined DXC a year after the merger and now lead a team of 30 that manages digital identity for DXC. It's my job to run directory services, oversee governance, and supervise [privileged access management](#) for more than 100,000 customers and staff. The only way to provide security at this scale — and continue growing — is to find technology partners with a global footprint and comprehensive offerings.

A SaaS-first option offers more control

We had used a legacy password management solution for years, and it desperately needed an upgrade. It only supported a very small portion of our organization, and there wasn't any clear guidance or controls around tailoring the platform to our needs.

We committed to the board of directors that we would protect our critical assets by assuming management of local administrative passwords. But to do so, we'd need a new security partner.

We performed an extensive RFP for a [privileged access management platform](#) that would allow us to secure passwords across our global, cloud-based infrastructure. Our requirements were simple: we wanted a SaaS-first product with very little on-prem infrastructure that we could easily manage with as few full-time employees (FTEs) as possible.

BeyondTrust was the clear winner. [Password Safe](#) offered everything we wanted at a price that fit our budget. The deployment went very smoothly. Despite some internal complexity, such as firewall rules that we had to adjust, we met the prerequisites and began managing our passwords very quickly. Our relationship with BeyondTrust has gradually expanded from there. Today, they're a critical piece of our zero-trust strategy.

Increasing security without jumping through hoops

In a large organization like DXC, we split our efforts between internal and external customers. Gaining visibility into each cloud environment and having a clear understanding of our responsibilities can be tricky. It's easy to lose track of who has which access and where requests come from.

BeyondTrust has helped us solve these challenges. Even in our complex environment, we've increased visibility across the organization and can consistently secure accounts, protect assets, and roll out new features.

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With Password Safe, for example, we can secure all of our administrative accounts, privileged access accounts, and non-human accounts. We can also easily perform constant password rotations, check-ins, and check-outs so users don't have to jump through different hoops to keep their user accounts secure. Now, we can record sessions without actually giving the user direct access. It appears to the user as though it's direct access, but it's actually filtering through a BeyondTrust point where that data is being proxied into the appropriate server. We've created a perfect hybrid of the seamless experience the user expects, with an additional layer of security.

Additional solutions to enhance visibility

After implementing Password Safe, we decided to mature and expand our secure access capabilities to Total PASM by pairing Password Safe with Privileged Remote Access (PRA). Attack surface management is always a difficult thing to handle because there are so many different avenues. One thing we've done to address this is consolidating our remote access. Think of things like remote desktop protocol (RDP) and secure shell (SSH). We've blocked these on the networks. By removing all other tools and implementing PRA, even if somebody compromises a system, PRA prevents lateral movement by enforcing access segmentation at the protocol and identity level, so the identity has no option but to come back through BeyondTrust to gain access.

“By blocking RDP and SSH on our network and routing access through Privileged Remote Access, we've shut down unmanaged entry points.”



As we get into Linux devices specifically, we now have Active Directory Bridge, which allows us to add employees to our active directory domain and continue to use those credentials. In other words, we now have granular control over which commands and rights the user gets on that particular endpoint.

BeyondTrust improves our auditability too. As a global enterprise, we must comply with a variety of regulations from SOX to GDPR, and we also have to pivot frequently to meet new expectations and regulations.

Now, DXC can demonstrate that administrative passwords change daily, with a clear audit trail showing who accessed what and when. Once we've completed a walkthrough with an auditor and they understand the product and output, follow-up audits are quick and easy.

Building a cloud-first strategy for the modern age

The more resources you have on prem, the more things there are to maintain. Often, internal teams are responsible for that maintenance, including upgrading, patching, troubleshooting, and covering associated overhead. For these reasons alone, a cloud-first strategy is a great option.



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SaaS providers like BeyondTrust enable any organization to minimize the extra time and costs it takes to maintain an on-prem solution. BeyondTrust deploys upgrades and patches in real time, and downtime is practically non-existent. Since adopting BeyondTrust, I can confidently report to our board that we've secured all highly valuable assets and administrative accounts. With the additional implementation of PRA, we'll dramatically reduce the time and effort it takes to get to a targeted server.

Beyond organizational improvements, I can't say enough good things about the BeyondTrust team. BeyondTrust listens unequivocally to its customers. They've always been willing to jump on a call, tackle new projects, and provide firm timelines for deploying new ideas. They take our feedback seriously, and we see results happen in months, not years.



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Now, I can focus strictly on what the product does, and not necessarily on maintaining it. Our users consume the service, we pay for what we consume, and all concerns go to BeyondTrust, whose team handles everything so we can focus 100% on our security. With their help, and the easy usability of their solutions, I know we've got a secure process, end to end.

BeyondTrust is the global identity security leader protecting Paths to Privilege™. Our identity-centric approach goes beyond securing privileges and access, empowering organizations with the most effective solution to manage the entire identity attack surface and neutralize threats, whether from external attacks or insiders.

BeyondTrust is leading the charge in transforming identity security to prevent breaches and limit the blast radius of attacks, while creating a superior customer experience and operational efficiencies. We are trusted by 20,000 customers, including 75 of the Fortune 100, and our global ecosystem of partners.

[Learn more at beyondtrust.com](https://beyondtrust.com)