



# Genesis Global Professional Group Helps F500 Insurer Develop and Implement a Secure and Compliant Identity Security Process

A large national insurer knew it had an issue around its Active Directory and Privileged Access Management (PAM). There was dissent among users, who were finding non-compliant and risky workarounds, resulting in a ransomware attack, a breach and other security incidents.

The CISO and his team were already working with [Genesis Professional Group](#) on other IT and development projects so he reached out for help. The Genesis Professional Group provides clients with a rapid development and deployment of technical services and capabilities to solve their company's issues with the necessary talent and skills. The Genesis team has access to the "best of the best" talent in emerging technologies and has gathered a unique group of professionals and partner companies to provide clients with rapid development/deployment services in areas that include but are not limited to identity access management (IAM), cloud and applications and digital transformation.

To solve this insurer's challenge, Genesis pulled in the right partner from its portfolio of companies with specific domain expertise. This particular partner is a leading provider of cybersecurity consulting services for Identity and Access Governance (IAG), zero trust, and enterprise risk and compliance. They specialize in large, complicated and stressful organizational security challenges and is a trusted advisor to many large organizations. Together with the Genesis Professional Group, this partner worked to solve this insurer's IAM challenges.

## PAM Issues Were Just the Symptoms

The insurer client had an event that had compromised a privileged account and prompted this outreach. They realized their existing (and soon to be sunsetted) PAM tool had not been the right choice for the team—it was clunky and didn't integrate with endpoints that development needed. It was holding up development and users were finding other ways to keep development on track, circumventing security controls. The client's initial ask of the extended Genesis team was to find a tool to replace their current one, roll it out, train people on how to use it and get users back on board and following processes.

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I wish I could hire you to run our entire security organization. You take a whole program approach to Identity Security, which is exactly how we needed to approach this.

– CISO

But from experience and the initial PAM assessment, the team heard and uncovered underlying issues and pain points, such as:

- “this issue is creating roadblocks and stopping the team from executing”
- “we have too many admins—can’t track what they’re doing, and they have privileged access”

and recommended taking a step back. Fixing the point pain with a point solution would only mask the underlying, larger issue and wouldn’t truly solve the bigger, more serious issue. The Genesis team needed to understand what the identity requirements were, the use case, what was working and what wasn’t.

## Overall IAM Was the Real Issue

This insurer, like many larger conglomerates, has grown larger by M&A. The result is siloed groups with disparate solutions that don’t integrate, don’t share data and are not user friendly. The company has typically applied patches to problems – fixing the symptom but not the underlying issue – to avoid business disruption. But this caused users to find workarounds, circumventing security controls.

The initial PAM assessment findings suggested a need to look broadly at Identity Security to develop a comprehensive plan. The team was able to show the CISO that there was in fact a broader identity security issue and that they needed to understand what the different constituent groups, from HR to development, needed.

## A Path to Success

For this CISO, success will be a fully automated user lifecycle that’s secure and compliant, that follows a new user/employee from the beginning with HR through to when they leave via an identity platform that works as it should.

To measure success, the Genesis team recommended KPIs for reasonable, achievable metrics and milestones such as more efficiencies for operations, savings, increase in security and level of governance and compliance. They also provided the CISO with ways to talk up and out so he could convey the whys, hows and future of the program. Users felt heard, their frustrations understood and the next step is deployment and training.

## A Satisfied Client

This insurer’s CISO has been so pleased with the approach of the extended Genesis Professional team and results to date that he “wishes I could hire you to run our entire security organization. You take a whole program approach to Identity Security, which is exactly how we needed to approach this.” These positive results have led to retainer agreement as this insurer’s managed service provider (MSP).

[Contact us](#) if you would like to discuss how we can partner with you to help accelerate your business with technology, innovation and service. Or call (954) 433-5397.

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