SYMANTEC PAM CASE STUDY

US Federal Government

Introduction

This case study of a US Federal Government is based on a February 2021 survey of Symantec PAM customers by TechValidate, a 3rd-party research service. The profiled organization asked to have their name blinded to protect their confidentiality.

> "Symantec PAM has helped significantly improve our security posture for privileged access to all systems here."
>
> "Good customer service and sales service."

Challenges

What were the business challenges that led you to evaluate and ultimately select Symantec PAM:

- Protecting privileged credentials / accounts from unauthorized access
- Protecting privileged credentials that are embedded in their production apps
- Protecting privileged credentials used to access their cloud environments

Use Case

Which Symantec PAM features/capabilities do you use in production today:

- Password vault
- Session management & recording

Which Symantec PAM features/capabilities are you planning to expand on or deploy new in the next 12-18 months:

- Application to application password management
- Granular access controls on mission-critical servers
- Threat analytics
- Management Console

Which Symantec PAM features/capabilities do you feel are strengths compared to competitive solutions:

- Application to application password management
- Granular access controls on mission-critical servers
- High availability & reliability
- Scalability & performance
- Session management & recording
- Threat analytics
- Third-party integrations

In which areas are you satisfied, very satisfied, or extremely satisfied with Symantec PAM:

- Ease of Deployment & Use
- Features & Capabilities
- Integrations & Interoperability
- Roadmap & Strategy
- Technical Support
- Documentation
- Total Cost of Ownership

Results

What were the most significant operational benefits you realized from your investment in Symantec PAM:

- Reduced security and compliance risks
- Improved auditing and compliance by satisfying access control related requirements
- Increased accountability by gaining visibility and control of privileged user activity

What can you say about Symantec PAM after using the product:

- Symantec PAM provides many of the controls governing privileged access that are mandated by emerging data privacy laws and regulatory and industry compliance mandates
- Symantec PAM is a reliable and solid solution and continues to get better with each release
- Symantec PAM provides the flexibility and scalability they needed for an enterprise solution

Any last words?

- Our confidence has significantly improved in protecting against targeted breaches and insider attacks now that we have Symantec PAM as part of our security strategy.

Organization Profile

The organization featured in this case study asked to have its name publicly blinded because publicly endorsing vendors is against their policies.

TechValidate stands behind the authenticity of this data.

Organization Size:
Federal

Industry:
Government

About Symantec

As part of Broadcom Inc., Symantec is a global leader in cyber security and helps organizations and governments secure identities and information wherever they live. Symantec's Integrated Cyber Defense approach simplifies cyber security with comprehensive solutions to secure critical business assets across on-premises and cloud infrastructures.

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Source: System Administrator, US Federal Government