

# INTERNATIONAL MULTI-LINE INSURER CONSOLIDATES ACTIVE DIRECTORY DOMAINS ACROSS ASIA-PACIFIC

## WITH SECURITY AND FINANCIALS AT RISK, A MULTI-YEAR PROJECT HAS CENTRALISED ALL EXISTING ACTIVE DIRECTORY (AD) DOMAINS IN APAC AS PART OF A GLOBAL INITIATIVE

Off the back of a company-wide security audit, this Swiss insurer tackled the ever-growing threats to cyber security head-on. To directly mitigate stolen credentials, account infiltration, and data breaches, one workstream was the primary focus: centralising the Active Directory across Asia-Pacific.

### DOING IT RIGHT THE FIRST TIME

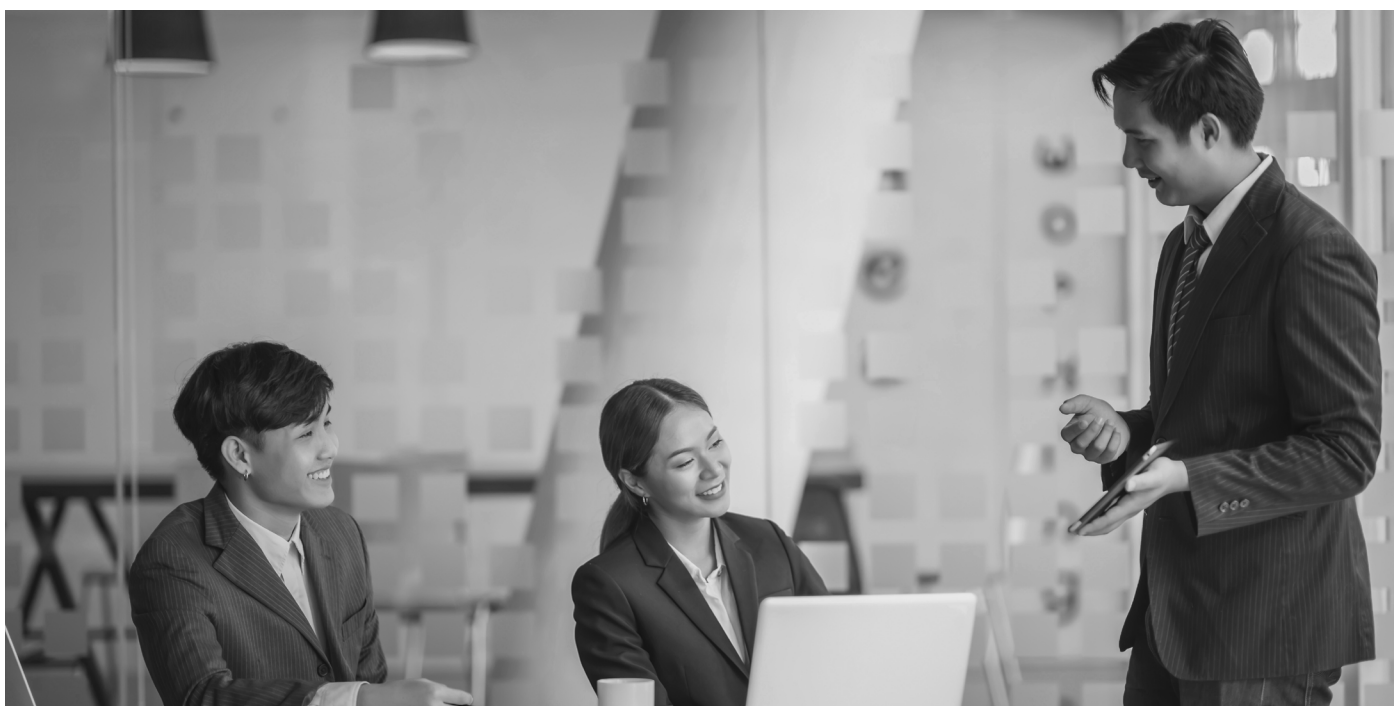
Knowing that similar, previous projects had failed on a local level, the client engaged PTS for a project such as this; being both international and of significant scope. Our experience working with multilingual customers throughout APAC meant they were in safe hands. As such, we gained early inroads and had the needed trust from the client. It was due, in no small part, to this trust that we could take all business units on the journey, and in the same direction.

## 10 PROD AND NON-PROD DOMAINS ACROSS APAC PRESENTED UNIQUE CHALLENGES

Different domains mean different, non-standard policies, a lack of control and unregulated domain admin accounts. With significant gaps identified by Risk and Compliance teams, the risk to the client continued with each day these domains remained separate. An international team presented language and cultural barriers, and a company dependency on applications meant that if one could not be migrated to a parent domain, an exception would be made to harden the legacy domain.

Throughout the project, a change in vendor was required when it became clear that what was at stake required a different level of expertise. In addition to finding and onboarding that vendor, it also served as the first sign that there was a company-wide misunderstanding about the magnitude and scope of what was required. As such, an adjustment of expectations regarding timeframes, budgets, KPIs and other objectives was managed by our team, whilst ensuring the client remained engaged and enthusiastic.





## CREATING A PATH FORWARD

### GLOBAL OBJECTIVES DETERMINED BY EXECUTIVE LEVEL BUY-IN ENSURE A PROJECT'S SUCCESS

Global companies undertaking transformational programs see success when a given project's ideal outcome is known and agreed upon. Once the right structure and governance is in place, it follows that your own team and your contracted, extended team, will work near-seamlessly together.

In this instance when PTS was engaged very little had been done, and as such there was little to no handover on the project, allowing us to take ownership and drive forward — bringing the right people and the decision makers to the table. Soon, we were highlighting issues and sharing progress, keeping our newly merged team on track.

### MEETING SECURITY OBJECTIVES

The consolidation of multiple domains began the client's long road to buttressed security. The security posture and maturity, as well as the overall resilience of the domains, have improved demonstrably. Users have a smoother experience when collaborating at an international level with their teams and other teams, due to standardised log-in IDs.

### DAY-TO-DAY IMPROVEMENTS FOR THE CLIENT'S TEAMS

Tangible improvements are now commonplace across teams, with fewer log-ins, fewer security groups requiring management, improved security through the management of AD groups, and the decommissioning of local applications, thanks to the building and migration of servers and applications on to new domains.