CA Privileged Access Manager Implementation Services

ca technologies

At A Glance

CA Privileged Access Manager (CA PAM) implementation services put you on a faster path to value via an initial solution deployment that provides a network-based appliance that controls, monitors and records the actions of all privileged users. The solution also protects privileged identities from attack and attempted exploit. Results include improved security and compliance, protection against the most common threat vector and a way to future-proof security controls through comprehensive support for hybrid environments. The solution delivers scalable, shared account management, secure agentless command filtering, robust session recording and a modular application to manage hybrid environments.

KEY OUTCOMES

We focus on three key areas to help you achieve business outcomes:

- **Organizational enablement.** Effective guidance, education and knowledge transfer for adoption and proper solution operation.
- **Technology services.** Solid and precise solution implementation using industry and CA best practices.
- **Success management.** Developing and executing a clear plan for long-term success.

KEY SERVICES FEATURES

- **Password vaulting** prevents unauthorized users from accessing to privileged ID passwords.
- **Interactive login usage** simplifies end-user access to target devices without the need to remember passwords across the environment.
- **Account access approval** provides end users another option for requesting temporary access to a privileged ID.
- **End-user privileged access management** enables policy creation to define which users or groups have access to privileged accounts.
- **Acceleration services** provide a range of choices to further tailor CA PAM to your unique needs.
- **CA Learning Subscription** provides annual user access to training that covers all aspects of the CA PAM solution, delivered as e-learning courses, dynamic labs and expert sessions.

Business Challenges

Whether obtained maliciously or leveraged inappropriately by a valid user, exploited privileged user accounts are the most common thread of most data breaches. Recent numerous and damaging incidents have made cybercrime a top concern for all organizations. How do you protect your infrastructure, customers and partners while delivering business value quickly with fast ROI?

Offering Overview

Achieve desired business outcomes by unleashing powerful and comprehensive capabilities with CA PAM foundation and acceleration services. The CA Services implementation model for CA PAM helps ensure you can deliver value to the business in as little as two weeks while building on a solid backbone as your solution moves forward on its maturity path.

Every deployment includes CA PAM subscription-based based training from CA Education to speed user adoption. CA Services focuses on three key areas to deliver a successful implementation:
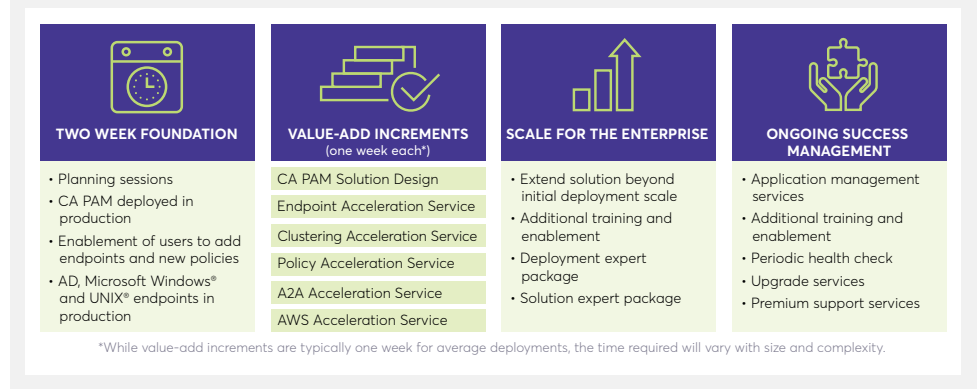
- **Organizational enablement** focuses on delivering the right level of guidance, education and knowledge transfer to help ensure adoption and proper solution operation.
- **Technology services** targets provisioning a solid and precise solution deployment using industry and CA best practices.
- **Success management** helps you develop and execute a clear plan for long term success with CA PAM.

Foundation Services

CA PAM foundation services deliver an initial implementation of the solution that provides a range of capabilities, including:

- Shared account management
- Secure agentless command filtering
- Robust session recording
- Modular application to manage hybrid environments
- Education and enablement

Services for CA Privileged Access Manager: Roadmap to a successful business outcome

TWO WEEK FOUNDATION	VALUE-ADD INCREMENTS (one week each*)	SCALE FOR THE ENTERPRISE	ONGOING SUCCESS MANAGEMENT
• Planning sessions • CA PAM deployed in production • Enablement of users to add endpoints and new policies • AD, Microsoft Windows® and UNIX® endpoints in production	CA PAM Solution Design Endpoint Acceleration Service Clustering Acceleration Service Policy Acceleration Service A2A Acceleration Service AWS Acceleration Service	• Extend solution beyond initial deployment scale • Additional training and enablement • Deployment expert package • Solution expert package	• Application management services • Additional training and enablement • Periodic health check • Upgrade services • Premium support services

*While value-add increments are typically one week for average deployments, the time required will vary with size and complexity.

Acceleration Services

With acceleration services for CA PAM, you can extend the value of the solution by adding functionality to your foundation implementation.

CA PAM Solution Design Acceleration Service	Provides a tailored solution design for CA PAM and assists with: • Developing a tailored solution for your specific environment • Working with your team to review proposed architecture
CA PAM Endpoint Acceleration Service	Designed to provide assistance in configuration of CA PAM to manage privileged identities across devices and assists with: • Extending the solution to additional resources (endpoints) and dashboards • Enabling staff to add new servers and accounts to CA PAM • Configuring CA PAM to a variety of endpoint types (DBs, network devices, Web applications) • Enabling staff to add new policies to CA PAM
CA PAM Clustering Acceleration Service	Offers expert assistance in configuring CA PAM load balancing and redundancy among multiple CA PAM appliances to deliver improved availability.
CA PAM Policy Acceleration Service	Provides a baseline set of policies for CA PAM based on the typical set of roles that exist in most organizations, and delivers a strong foundation of policies to build upon.
CA PAM Application to Application (A2A) Acceleration Service	Delivers an initial CA PAM solution that provides the ability to replace hard-coded passwords in applications with dynamic request to the password vault at runtime, providing: • Improved security and compliance • Protection against the most common threat vector • Support for hybrid environments
CA PAM AWS Acceleration Service	Delivers an initial PAM solution deployment that provides a network-based appliance that controls, monitors and records the action of all privileged users in an AWS environment.

For more information, please visit **ca.com/services**

CA Services has an unwavering commitment to your success. Our best practices and experience from thousands of engagements help you accelerate business value and achieve your desired business outcomes. CA Services helps you achieve those outcomes through enabling your organization, accelerating your technology services and managing your long-term success for full value realization.

CA Technologies (NASDAQ: CA) creates software that fuels transformation for companies and enables them to seize the opportunities of the application economy. Software is at the heart of every business, in every industry. From planning to development to management and security, CA is working with companies worldwide to change the way we live, transact and communicate—across mobile, private and public cloud, distributed and mainframe environments. Learn more at **ca.com**.