

# Strengthening Global Security & Compliance:

## Transforming Privileged Access Management

### Introduction:

Enhancing Data Protection and Reducing Security Risks Across a Global Network

A leading multinational insurance organisation faced critical security challenges after years of global expansion. With nearly 100 million customers worldwide and 145,000 employees across 51 countries, they needed to comprehensively overhaul their cybersecurity systems to maintain customer trust and competitive advantage.

Mercator Digital was selected to manage the entire lifecycle of this transformation, introducing robust Privileged Access Management (PAM), enhanced data protection, and streamlined security protocols across the enterprise.

### The impact has been immediate and measurable:

**Improved data protection** - safeguarding sensitive information and preventing unauthorised access.

**Enhanced cybersecurity posture** - protecting against malware, ransomware, and phishing attacks.

**Streamlined PAM processes** - reducing the risk of insider threats and unauthorised system access.

**Increased regulatory compliance** - meeting industry-specific security standards and regulations.

**Mitigated legal and reputational risks** - through comprehensive security measures.

The result is a secure, compliant, and future-proof cybersecurity infrastructure that has transformed how this global insurance leader protects its critical assets and customer data.



### The Challenge:

The primary security challenge centred on Privileged Access Management, particularly concerning Domain Admin accounts that provided unrestricted access to all network systems:

- **High-value target:** Domain Admin accounts were prime targets for hackers seeking complete network control.
- **Concerning practices:** Our comprehensive assessment revealed account information being written down, memorised, and shared among individuals.
- **Compliance risk:** These practices could result in significant regulatory penalties.
- **Global scale:** The solution needed to work across 51 countries and manage all the privileged accounts.

This strategic transformation was required to ensure data protection, maintain customer trust, and secure the organisation's digital future.

### I Our Approach

Working in collaboration with our client, we redesigned their security infrastructure - ensuring protection, compliance, and scalability.

#### Expert Team Assembly & Leadership

- We built a multinational, multi-supplier team including Windows and Unix security specialists.
- The team comprised 50 experts from across the UK, Belgium, Germany, and France.
- Regional Project Managers ensured effective coordination across dispersed teams.
- Our Programme Director prepared the comprehensive business case and led the implementation.

**Result:** A cohesive, expert-led team structure that drove successful implementation across regions.

#### Strategic Technology Partnership

- We researched top cybersecurity products and provided strategic recommendations.
- Our client acquired market-leading cybersecurity software with an enterprise-level unlimited agreement.
- We formed a strong relationship with the security system provider to maximise platform capabilities.
- Our Programme Director obtained system certification to gain deeper insights into functionality

**Result:** The largest implementation of this cybersecurity system across Europe at the time.

### Comprehensive Implementation & Knowledge Transfer

- Our team migrated over 70,000 privileged accounts in the first year alone.
- We executed a three-year global project rollout with consistent quality across regions.
- Following successful delivery, we recruited and trained the client's Business As Usual team.
- We ensured knowledge transfer and upskilling for seamless transition to internal management.

### What This Means for the Future

- **Scalable security foundation** for future business growth and expansion.
- **Reduced vulnerability** to evolving cyber threats and attack vectors.
- **Enhanced operational efficiency through** streamlined Privileged Access Management.
- **Sustainable compliance** with evolving regulatory requirements.



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