

PAM Managed Services

Offload Operations and Improve Maturity with Managed PAM Services.

While Privileged Access Management (PAM) is a cornerstone of access-based security for any organization, it requires an active hands-on approach to onboard new resources, perform maintenance of assets, and regularly monitor the health and configuration integrity of vendor products. Novacoast's PAM Managed Services acts as an extension of your team, cooperatively managing your PAM environment, leveraging accepted industry best practices as well as learned expertise to provide support in administration and engineering and ensure your PAM is performing as needed to keep your privileged accounts secure.



Administration & Operations

Our **Level 1 Administration Support** helps supplement the daily administration and operational task load of your PAM Solution, and provides the following services:

- ✓ **Onboarding Support.** Based on your requirements, we will handle onboarding requests and assist in expanding the PAM scope within your environment. Our PAM team can integrate into your existing workflow, helping to support the onboarding of new assets, new users, and new accounts with minimal intrusion or disruption of business.
- ✓ **Move/Add/Change Support.** In addition to onboarding, we provide direct user support of access issues and problems, including issues discovered during password check and change operations.
- ✓ **Weekly Automation Health Checks.** Our system administrators will perform a thorough check of your check and change operations in an attempt to detect potential issues and to assess efficiency. This includes investigation and remediation of systems that are found to be not working correctly.



Maturity & Optimization

Our **Level 2 Engineering Support** maximizes the effectiveness of your PAM solution by adding maturity & optimization efforts. We provide expertise to improve implementation, configuration, & operation, providing the following services:

- ✓ **Patching Support.** Our PAM engineers will test patches in an isolated lab environment that best simulates the use cases of your environment. Once the patching process, timing, and methodology, has been confirmed, we will assist your team in patching of non-production environments. New features and function that may impact the environment will be highlighted and emphasized. Our engineers will coordinate to provide direct support during patching operations.
- ✓ **Scripting and Advanced Feature Support.** If advanced or custom scripting is required to utilize the your PAM solution, or to take advantage of new features of the product(s), our engineers are available to provide support and guidance.
- ✓ **Quarterly Health Checks.** Our engineers will perform a thorough health check of your PAM system in an attempt to identify potential issues and to assess capacity and architecture.
- ✓ **Problem Resolution.** Our engineers are available to consult on PAM products and provide expertise in helping resolve any issue experienced in usage of the PAM environment.



Advisory Services

With decades of experience in building and maturing security and identity programs, our team of skilled practitioners can help create roadmaps to continually improve and fine tune your PAM solution, providing guidance and best practices. **Our Advisory Services will provide the following:**

- ✓ **Program Improvement Assistance: Expertise, Planning, & Direction**
- ✓ **Define broader Business Outcomes & Use Cases**
- ✓ **Review and Revise Program Roadmaps**
- ✓ **Continually Improve Solution per Customer/Advisory Output**

Get in Contact with our PAM Experts Today: info@novacoast.com

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