

## DATASHEET

# The Gatekeeper with Imprivata Customer Privileged Access Management (formerly SecureLink Customer Connect)

Understanding the lightweight tool that brokers connectivity for users



## What is the Gatekeeper?

Supplied by your vendor who has purchased Imprivata Customer Privileged Access Management (formerly SecureLink Customer Connect) for their remote access, the Gatekeeper is a small, lightweight piece of software that's installed on a single Windows or Unix server within your network and acts as the secure point of connectivity between Imprivata Customer Privileged Access Management (CPAM) and your environment. It gives your vendor the efficient connectivity needed to provide great support, while giving you, their customer, control and visibility over their access.

## The benefits of the Gatekeeper:



### Control access

- Set access schedules and just-in-time access, and enforce access approvals
- Receive notifications vendor connections and disconnections
- Enforce least privilege policies



### Secure privileged credentials

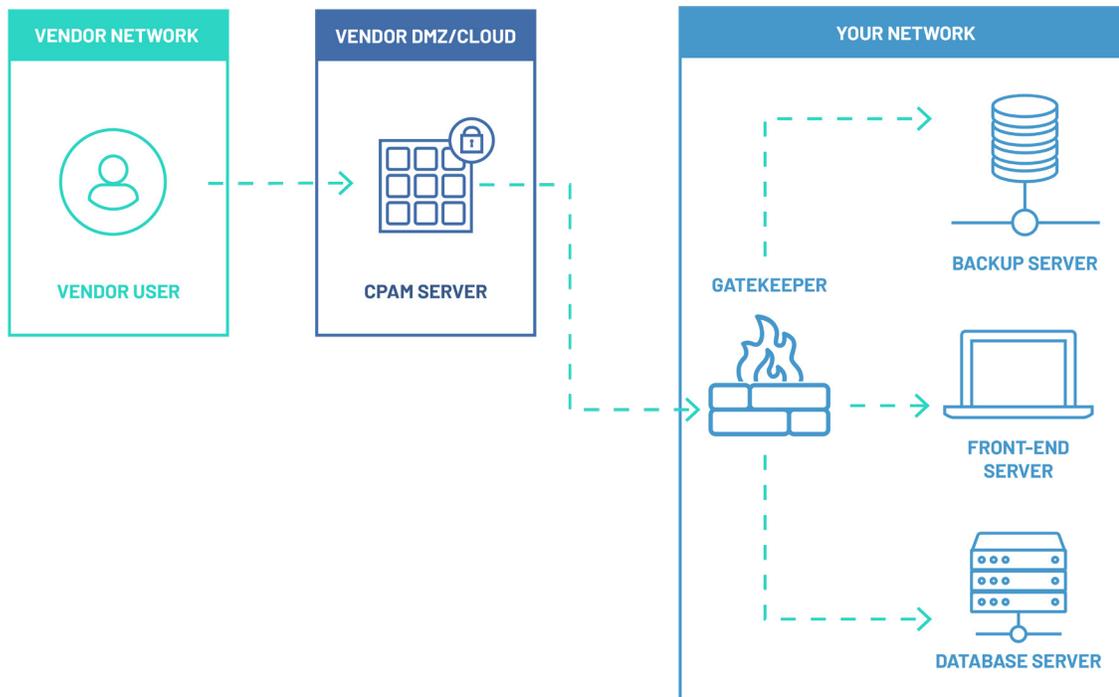
- Manage credentials needed for access without having to share them with your vendors



### Gain visibility

- If enabled by the vendor, review audit of their users' activity with detailed logs and video recordings

## Vendor connectivity via the Gatekeeper



## Frequently asked questions about the Gatekeeper

- Who has access via the Gatekeeper?
  - Vendor technicians authenticate on the vendor's own CPAM server and must be a member of a group that has access rights to your environment. Logins can't be shared, so there's no risk of a terminated employee gaining unauthorized access. You must also enable access via the Gatekeeper before any authorized user can gain access.
- What can technicians access, and what can they do?
  - Technicians can only access and do what you give them permissions for. The Gatekeeper allows you to set least privilege permissions, defined per application down to the port and host level, to give technicians access to everything they need and nothing more. They are never actually on your network and only granted encrypted access to services so there's no real threat of lateral movement or network scanning. Privileged credentials are stored and injected directly into sessions so that technicians never know, need, or share privileged logins.
- What is captured in the audit?
  - If enabled by the vendor, the Gatekeeper helps both third-party vendors and their customers mitigate risk and liability with high-definition auditing tools that track all activity, including files transferred, commands entered, services accessed, and detailed log files. It includes detailed video recordings and text-based audit logs. Audit tracking is tied to the individual user, creating 360-degree visibility for both parties.
- Will I have to make any changes to my firewall configuration?
  - The Gatekeeper requires internet access to communicate with your vendor's CPAM server, but there are no firewall changes necessary to enable your vendor to connect using CPAM.

- Does the Gatekeeper require a dedicated workstation or server?
  - The Gatekeeper does not need a dedicated workstation or server.
- Is a reboot required during installation?
  - No, installation of the Gatekeeper does not require a server reboot.
- How do I access the Gatekeeper?
  - Your vendor will provide you with a Gatekeeper user account. With this account, you'll be able to log in through the vendor's CPAM server, and manage access to your applications, credentials for your vendors, and your notification preferences. Local access to the Gatekeeper is also available with limited administrative functionality.

Interested in gaining an even deeper level of control and visibility over all the third parties connecting to your organization? **Imprivata Vendor Privileged Access Management (formerly SecureLink Enterprise Access)** is a secure remote access platform specifically built to manage all vendor access to your environment via one comprehensive solution.

**Visit our website** to learn more about securing your third-party access risks with VPAM.

Do you have more questions about a CPAM vendor who is requesting access via the Gatekeeper? Contact our **Customer Success** team.



Imprivata is the digital identity company for mission- and life-critical industries, redefining how organizations solve complex workflow, security, and compliance challenges with solutions that protect critical data and applications without workflow disruption. Its platform of interoperable identity, authentication, and access management solutions enables organizations in over 45 countries to fully manage and secure all enterprise and third-party digital identities by establishing trust between people, technology, and information.

For more information, please contact us at 1 781 674 2700 or visit us online at [www.imprivata.com](http://www.imprivata.com)

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