

## CASE STUDY



**Coretek Services streamlines credential management, improves secure access, and drives efficiencies within its MSP practice with Imprivata Privileged Access Management**

## ORGANIZATION SNAPSHOT

# Coretek Services

### LOCATION

Michigan

### SIZE

51-200 employees

### INDUSTRY

IT services/  
managed services

Coretek is a leading managed service provider and the #1 Microsoft Azure Partner in the US. The company's 160 employees help build, manage, and maintain IT infrastructure and cloud services for small and medium-sized businesses as well as large enterprises in healthcare, manufacturing, and retail industries.

### CHALLENGE

- Credential management
- Multi-tenant support
- Employee attrition
- Compliance and reporting

### SOLUTION

- Imprivata Privileged Access Management

### RESULTS

- Improved operational efficiencies
- Faster access to customer environments
- Quick onboarding and offboarding of credentials
- Enabled Zero Trust principles and solutions
- Reduced risks associated with cyberattacks

**“ We chose the Imprivata Privileged Access Management solution over CyberArk Secret Server because of its strength in credential management in a multi-tenant architecture and its auditing/reporting capabilities. ”**

**Brian Barnes**, Chief Technology Officer,  
Coretek Services

Coretek Services needed a privileged access management (PAM) security solution to provide the highest level of credential management for supporting compliance, regulations, and certifications. The technology had to fit customer environments, as well as their internally-managed processes, and drive an increase in security capabilities for its managed services and cloud offerings. That's when Coretek turned to Imprivata, their trusted partner for over a dozen years.

## Challenges

With ransomware and cyberattacks on the rise, companies are demanding more from their managed service providers (MSPs). To win new business, MSPs must uphold the highest security standards and demonstrate how they prevent and contain threats while efficiently meeting client needs.

When Coretek Services, a strategic consulting firm, pivoted to become a leading managed service provider, the company knew it needed advanced security solutions to meet its customers' compliance and governance requirements.

Since Coretek employees have many responsibilities and access to client systems, the company needed an efficient and secure way for employees to access client accounts within a multi-tenant architecture. This meant investing in a modern privileged access management solution to safeguard privileged credentials and remote access, as well as document each session.

“There is a lot of complexity when it comes to supporting our many customers,” said Brian Barnes, Chief Technology Officer at Coretek. “There can be technical hurdles acquiring and managing system credentials across our clients and their many systems. Add to that the challenge of managing natural employee attrition, and the process can be time-consuming and cumbersome, leading to frustration and longer response times. As new employees come in and others leave, it’s critical that the onboarding and the offboarding process is seamless. We needed a more secure and streamlined way of adding and removing privileged credentials across our cloud environment, our customers’ IT infrastructure, and our internal systems. We needed a smooth transition between tenants and user authentication.”

**“As new employees come in and others leave, it’s critical that the onboarding and the offboarding process is seamless.”**

**Brian Barnes**, Chief Technology Officer, Coretek Services

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## The solution

Coretek formed a diverse ‘strike team’ of individuals that understood the company’s technical and business demands to evaluate PAM solutions. In addition to reviewing core PAM functionality, the team considered products based on how well the solution supported multi-tenant environments and how easy it was to implement, adopt, and manage across multiple clients. The team assessed costs and how Coretek could build PAM into their MSP costs. Lastly, the solution had to be from a proven industry leader that Coretek customers would recognize and trust.

“We began with four solutions and narrowed it down to CyberArk and Imprivata Privileged Access Management,” continued Barnes. “After demos and technical calls, we started to compare solution capabilities, evaluating the strengths and weaknesses of each. We chose the Imprivata Privileged Access Management solution over CyberArk because of its strength in credential management in a multi-tenant architecture and its auditing and reporting capabilities. It is a mature solution that easily integrates into our IT environments, processes, and our customers’ workflows.”

As a long-time Premier Partner for Imprivata, Coretek and its customers are familiar with Imprivata OneSign. Adding Imprivata Privileged Access Management allows Coretek to strengthen its partnership with Imprivata while leveraging a best-of-breed technology for improved security.

Once selected, Coretek went to work building a strategy for implementing the PAM software. This included setting up demo and production environments for testing and managing privileged access. The company also developed detailed process documentation. According to Barnes, he anticipates a three-to-four-week implementation cycle to entrench Imprivata into their current processes and adopt it with their customers.

The PAM project coincides with Coretek’s strategic adoption of ServiceNow. Imprivata Privileged Access Management helps Coretek go to market quickly with a security-based solution for its MSP service desk. It integrates with ServiceNow, enabling PAM records to be added to corresponding ServiceNow Incident activities.

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## Results

As an MSP, Coretek’s security services, technology, and service desk personnel need to seamlessly integrate into their customer’s IT processes. This means managing a lot of session-based servers. The implementation of Imprivata Privileged Access Management allows Coretek employees to move with ease from session to session while capturing all the necessary compliance reporting.

“Using a cloud infrastructure, we are supporting Infrastructure as a Service (IaaS) which requires user authentication. Without the right tool, this authentication can be time-consuming,” said Barnes. “Core benefits of Imprivata are the speed and efficiency in which Coretek employees transition from sessions and authenticate to different applications and server environments.”

Built-in policy controls based on the principle of least privilege help Coretek limit access for both new and tenured employees using roles, job responsibilities, trainings, etc. The software improves the onboarding process and automates offboarding by removing access permissions quickly as employees leave an organization.

Coretek anticipates they will see a 10-15% cost reduction to customers as a result of the time savings, faster incident response times, and other efficiencies derived from the Imprivata solution. This creates better ROI and cost structures for customers and the business.

Imprivata Privileged Access Management supports Coretek's Zero Trust strategy and strengthens its overall security posture. "As you look at the different attack vectors that come in, whether it's state-sponsored or MSP-based attacks, Imprivata improves our security controls and reduces our risk and our customers' risk. We have the tools to protect customers against an evolving threat landscape," said Barnes.

Coretek sees additional benefits for PAM within third-party vendor access. Coretek helps manage their customers' third-party services, software, and hardware vendors. Initial testing has been very positive, and Barnes anticipates more efficiency improvements by improving the way credentials are onboarded, passed through, and authenticated with third-party systems to create a better Zero Trust environment.

Coretek plans to expand the Imprivata solution into other areas of its MSP service offerings including Coretek Insights, an automation platform that customers use to manage their Azure and Modern Work tools for improved transparency, financial management, governance, and auditing.

Coretek views Imprivata Privileged Access Management as long-term strategic solution that will help drive the company towards its corporate goal of "leveraging a best-of-breed product portfolio, developing strong technology partnerships, improving efficiencies, and bringing a digital security framework to all our customers."

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**Brian Barnes**, Chief Technology Officer, Coretek Services



Imprivata, the digital identity company, provides identity, authentication, and access management solutions that are purpose-built to solve unique workflow, security, and compliance challenges.

For more information, please contact us at 1 781 674 2700  
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