

WebSecure OSM For PAM

An integral part of managing the long term PAM program

WebSecure Operational Support & Management (OSM) for PAM recognises that PAM is not a project but is an ongoing program to manage a growing and increasingly complex platform of components that cuts across traditional resource silos.

PAM exists at an intersection of technical complexity, mission criticality, interconnectedness and regulatory compliance, creating challenges such that the distress and failure rate of projects has been quoted as high as 50%. (ref Gartner 2021 Identity Summit).

Not the least of these challenges is the ongoing cost of ownership, balancing the technical and business priorities and often a need to achieve a BAU state whilst simultaneously running projects within all PAM infrastructure (the platform).

With 15 years of experience with PAM WebSecure is highly conversant with the project journey, the enduring nature and the ownership challenge of PAM. OSM for PAM is a blended solution of Support, Monitoring and Maintenance together with flexibility to tailor in reporting, major upgrade activities and continued onboarding where required.

Its goals are to;

Provide support for the entire platform through the entire lifecycle.

WebSecure OSM avoids finger pointing, gaps in patch management, unplanned incidents and shortfalls in monitoring, reporting and risk.

A single team coordinating activities across the platform and different delivery silos and teams. Optimise costs in a platform that may lack sustained incremental business value.

WebSecure OSM



Support

Support extends to beyond the PAM solution alone, ensuring connectors, on-boarding, application accounts and patching is covered.



Monitor

Monitoring extended to accounts, infrastructure, capacity planning as well as service desk and incident control.



Maintain

Maintenance covering DR, break glass, patching (including third party components) and normal maintenance tasks

