

International Fashion Company

A major international fashion company with operations across multiple regions and an IT estate covering several hundred endpoints.

Industry:
Fashion

Number of Employees:
<17,000

Operating System:
Windows (100%)

Endpoints on ABR:
<350

The Challenge

This company's IT team had been using a legacy tool for temporary admin elevation. It worked at a basic level, but it had no audit log, no file scanning, and no visibility into what users were doing during elevated sessions. Any configuration change required manual registry edits on individual machines, and if something malicious ran during an elevated session, the team would only know about it if standard antivirus happened to catch it.

The tool also had a known flaw. A technical user could exploit the elevation window to permanently add themselves to the admin group before the timer expired. When the vendor disclosed the vulnerability and confirmed it would not be patched, the team began looking for a replacement.

The Solution

The team had heard good things about Admin By Request from peers, and a trial confirmed it fit their existing setup: the EPM solution worked directly with the AD group structure they already had, with sub-policies for different elevation durations per group (15 minutes for standard users, one hour for developers). The trial was completed without anyone needing to open the documentation, which the team took as a good sign about how the product had been thought through.

Migration was uncomplicated. The old tool was uninstalled, Admin By Request was deployed via SCCM, and a short guide went out to users. Because the existing AD group structure carried

over directly, nothing had to be rebuilt. Packaging the client took around 5 to 10 minutes, most machines had the agent installed within 30 minutes, and any offline device received the client automatically on its next network connection. New computers were added to the standard installation chain from the start, and from the moment the agent installed, users were automatically removed from the local admin group with no manual cleanup required.

Initial configuration took a few hours of rule creation over the first six months, mostly for legacy software requiring elevated rights. Since then, new rules have been rare, and client updates are managed through the portal with new versions tested on a smaller group before rolling out to everyone else.

> Keep it simple. Get the benefits without creating unnecessary bureaucracy. If you don't need approval workflows or mandatory reason fields, don't add them. The product gives you the security. You don't have to work against your users to get it.

The Impact

Every executable launched during an elevated session is now scanned via VirusTotal before it runs, and the audit log records every elevation event with full detail (who, what, when, and on which device). The vulnerability that previously allowed users to escalate themselves to permanent admin no longer exists.

Around 300 users now run Admin By Request as part of their daily work. Most are unaware that VirusTotal is scanning their executables in the background, which is the goal: the IT team's standing rule is that security should be invisible until someone actually needs to use it. The service desk and IT team meet every two weeks to review issues, and Admin By Request hasn't come up in any of those meetings since deployment.

Moving Forward

The IT team isn't using the audit logs day to day, but they're recorded and available via API whenever the security team asks. The same data is also useful for compliance: who had elevated access, when, on which device, and what they ran during that time is the kind of evidence auditors typically ask for, and it's now being captured without anyone needing to set up additional monitoring.

> Admin By Request improved our security without us having to do anything. We went from a tool with no audit log, no scanning, and a known vulnerability, to a modern solution that handles everything quietly in the background. We set it up once and moved on.

Admin By Request
ZERO TRUST PLATFORM

