



Scutum

Scutum are a fire and security company that provides supply, installation, and maintenance of intruder alarms, fire alarms, access control, and CCTV systems. They work with organisations ranging from blue-chip companies and governmental bodies to healthcare, defence, hospitality, and transportation sectors.

Industry:

Fire and Security

Number of Employees:

Ca. 650

Operating System Seats:

13 in the UK and Ireland

Endpoints Running ABR:

500 (Windows)



The Challenge

Scutum faced a compliance and operational dilemma common in security-focused organisations. Cyber Essentials Plus and ISO 27001 standards require that local administrator access is restricted on end-user devices, but their engineer workforce needed the ability to install software, drivers, and update IP addresses to service customer fire and intruder alarms effectively.

The challenge intensified due to the nature of their work. With a 24/7 workforce of 650 employees (70% field engineers), many working in secure, underground, or offshore sites, Scutum needed a way to provide engineers with administrator access anytime, day or night, with or without internet connectivity. Traditional help desk approval processes simply wouldn't work for engineers responding to urgent security system failures in remote locations.

The organisation also needed to handle commercially sensitive and classified data for defence and critical national infrastructure clients, making security gaps unacceptable.

The Solution

Scutum chose Admin By Request's EPM solution after considering Microsoft's Intune-based Endpoint Privilege Manager add-on. The decision came down to functionality gaps in the Microsoft solution that Admin By Request filled.

The offline capabilities allowed engineers to work in secure or remote sites without internet access. Pre-approval of applications based on vendor



certificates eliminated bottlenecks, while the comprehensive audit trail supported compliance reporting. Most importantly, the ability to provide default access with reason logging meant engineers didn't need to wait for service desk approval for each request.

Admin By Request was deployed as an integral part of Scutum's Intune rollout across the organisation over one year. The solution was packaged for Intune, made mandatory across endpoints, and set to self-update. Configuration took four weeks of testing before going live across all 500 Windows endpoints.

The Impact

Admin By Request delivered exactly what Scutum needed. Engineers could continue working efficiently while the organisation maintained compliance with Cyber Essentials Plus and ISO 27001 standards.

Security gaps that existed with unfettered admin access were eliminated. Staff now receive administrator access in a controlled and audited way, regardless of location or connectivity.

The impact on IT resources was dramatic, with a 75% reduction in service desk requests after implementation. The help desk is now relied upon considerably less for routine privilege elevation tasks.

The solution also positioned Scutum well for growth. They've already extended their use of Admin By Request as the organisation has expanded through acquisitions, adding 150 additional endpoints from two newly acquired businesses.

Moving Forward

Scutum has fully deployed Admin By Request across their organisation and continues to extend coverage as they grow. With new acquisitions each year, Admin By Request remains an integral part of their IT infrastructure.

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I had experienced Admin By Request as a user at a previous organisation, so when I required an Endpoint Privilege Management solution, I instantly investigated ABR. As we're a Microsoft-first business, I investigated their Intune-based EPM solution; however, it lacked a lot of functionality that ABR provided. Rollout and user adoption was very easy, with next to no issues when rolled out to 500 users.

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