



WithSecure

WithSecure is Europe's cyber security partner of choice. They deliver outcome-based cyber security solutions that protect mid-market companies through their Elements Cloud platform, which integrates AI-powered technologies, human expertise, and co-security services. With 6,000 partners worldwide, WithSecure serves customers across 70 countries.

Industry:

Cyber Security

Number of Employees:

Ca. 600

Operating System Seats:

13 locations across 70 countries

Endpoints Running ABR:

~900 (Windows and macOS)



The Challenge

WithSecure needed to reduce the number of users with administrative permissions across their organisation. Users with permanent admin access created security risks - they could accidentally install vulnerable software versions, deploy unauthorized applications, or run malicious files.

The organisation's 900-endpoint environment spanning Windows, macOS, and Linux systems required a solution that could accommodate different user groups with different needs. Business users occasionally required elevated access for specific tasks, while developers and power users needed more frequent privileges but still within a controlled framework.

WithSecure also wanted improved visibility into privilege usage to better assess risk and enhance their security posture, while streamlining help desk workflows around privilege management.

The Solution

After evaluating multiple products, WithSecure chose Admin By Request's EPM solution because it offered the best combination of flexibility, capability, and price while meeting all their security and compliance requirements. The TrustCenter documentation provided the transparency they needed to confidently onboard a new vendor.

The deployment approach was methodical: evaluation, pilot, then company-wide rollout. What stood out during deployment was the simplicity. The tenant information was baked directly into the installers, so there were no keys or manual configurations to manage. Clients automatically connected to the appropriate environment once installed.

WithSecure rolled out Admin By Request to all Windows and macOS workstations over a few weeks, with most of the time spent on internal processes rather than technical challenges. Configuration took only a few hours, using the global and sub-settings architecture to tailor access policies for different user groups.

Business users now operate with automatic or manual approvals when requesting elevated privileges, while developers and power users can get administrative access in a just-in-time fashion. WithSecure integrated Admin By Request with Jira, allowing IT to approve or decline requests within their normal workflows without extra steps.

The Impact

Admin By Request resolved WithSecure's core security concerns. Users no longer have permanent administrative privileges, significantly reducing the organisation's attack surface.

The team built custom automations via Admin By Request's APIs, including a notification tool that alerts end users if they install software not approved in their application portfolio management system. WithSecure also uses Admin By Request data in Power BI for reporting and analysis.

Both administrators and regular users report high satisfaction with the solution. The visibility into elevated privilege usage has enhanced WithSecure's security posture, even beyond strict compliance requirements.

Moving Forward

WithSecure has deployed Admin By Request across their whole endpoint fleet and plans to continue expanding as the organisation grows. The solution has become an integral part of their security infrastructure.

“Admin By Request has been a great fit for our needs - easy to deploy, intuitive to configure, and seamlessly integrated into our existing workflows. The rollout was effortless, and the flexibility around global and sub-settings is a real strength. It has significantly reduced our risks around administrative privileges while still empowering users through just-in-time access. Overall, Admin By Request offered the best balance of capability, security, and price.”

