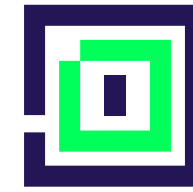# Implementing PAM without Pain And Misery:

A Story from a German Production Company

Andreas Müller, Delinea,
Regional Sales Director
Central Europe

16.09.2025, Congress Park Hanau

Background - Traditional German Company – Overview

- A long-established German company with a business model that is 99% focused on the production of preliminary products
- Approximately **20,000 employees** worldwide
- **30 locations** across **five continents**

IAM and PAM Implementation Timeline

- **Identity and Access Management (IAM)** was introduced around **six years ago**
- Two years later, the company began implementing a **Privileged Access Management (PAM)** solution from the same vendor to leverage potential **synergies** and **added value**

Challenges with the Initial PAM Solution

- The selected solution was **technically incapable** of meeting the requirements in an **efficient and scalable way**
- As a result, the project was **put on hold** after completing just one use case due to the **excessive implementation effort required**

Strategic Pivot and Regulatory Pressure

- Despite the initial failure, **regulatory requirements**—including **NIS2** and other international frameworks—highlighted that a **PAM solution remained critical** to the security posture
- The company made the **courageous decision to reassess and replace** the initial product, aiming for a solution better aligned with strategic, operational, and compliance needs
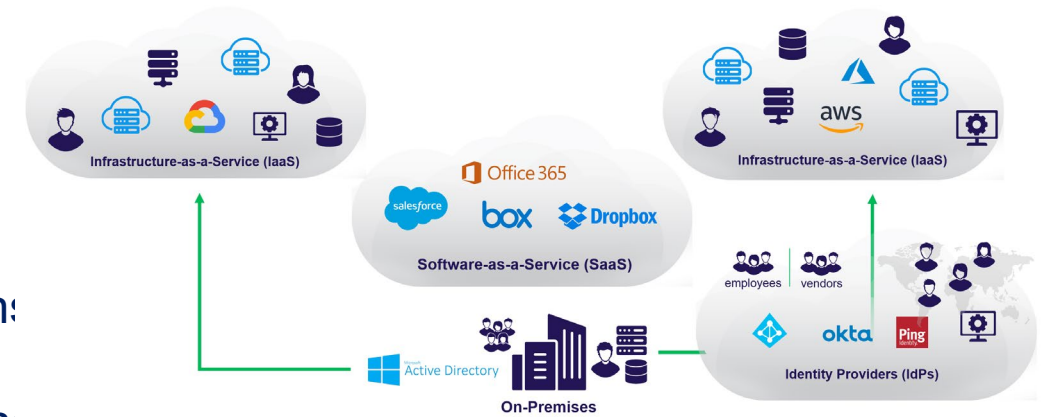
Criteria for the new PAM
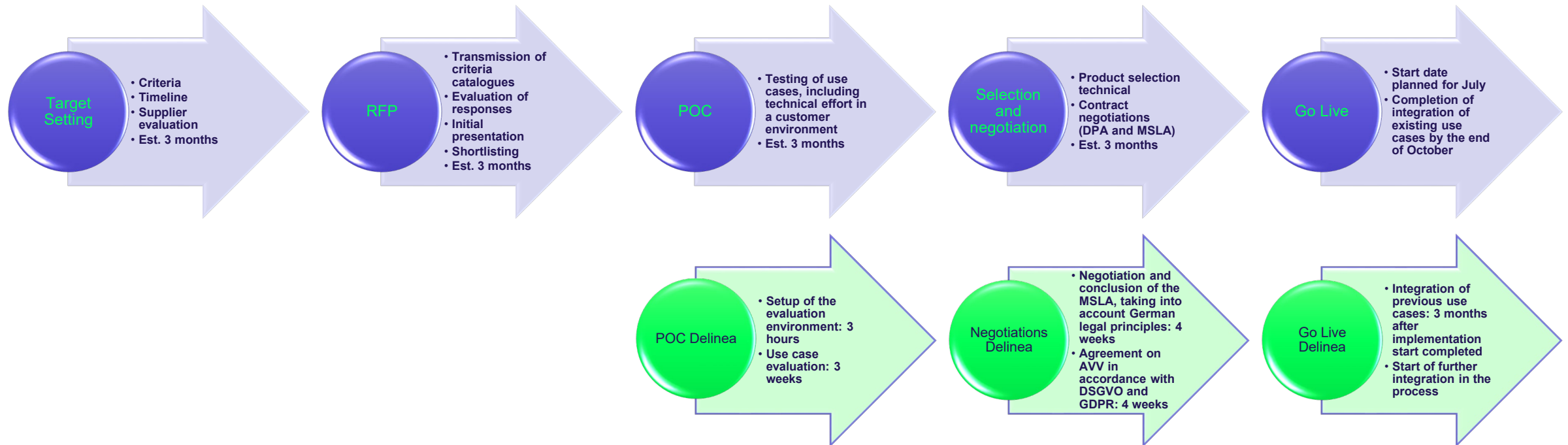
Requirements & Tender Preparation
In collaboration with an external consulting company

Key Selection Criteria
- **Cloud-based solution** to support a global network with reliable, consistent usability and performance across all regions

- **Seamless integration** into existing processes, e.g., ticketing systems

- **Support for least privilege principles** and centralized access control across IT and production environments

- **Audit and access control** for both internal users and external service providers — without requiring VPN

- **Operational efficiency** in deploying and managing network components

- **Rapid time-to-value** and migration readiness, driven by expiring contracts for the current system

Project Schedule

Target Setting
- Criteria
- Timeline
- Supplier evaluation
- Est. 3 months

RFP
- Transmission of criteria catalogues
- Evaluation of responses
- Initial presentation
- Shortlisting
- Est. 3 months

POC
- Testing of use cases, including technical effort in a customer environment
- Est. 3 months

Selection and negotiation
- Product selection technical
- Contract negotiations (DPA and MSLA)
- Est. 3 months

Go Live
- Start date planned for July
- Completion of integration of existing use cases by the end of October

POC Delinea
- Setup of the evaluation environment: 3 hours
- Use case evaluation: 3 weeks

Negotiations Delinea
- Negotiation and conclusion of the MSLA, taking into account German legal principles: 4 weeks
- Agreement on AVV in accordance with DSGVO and GDPR: 4 weeks

Go Live Delinea
- Integration of previous use cases: 3 months after implementation start completed
- Start of further integration in the process

Delivering security and reliability at scale

How is the Delinea Platform built for security and reliability
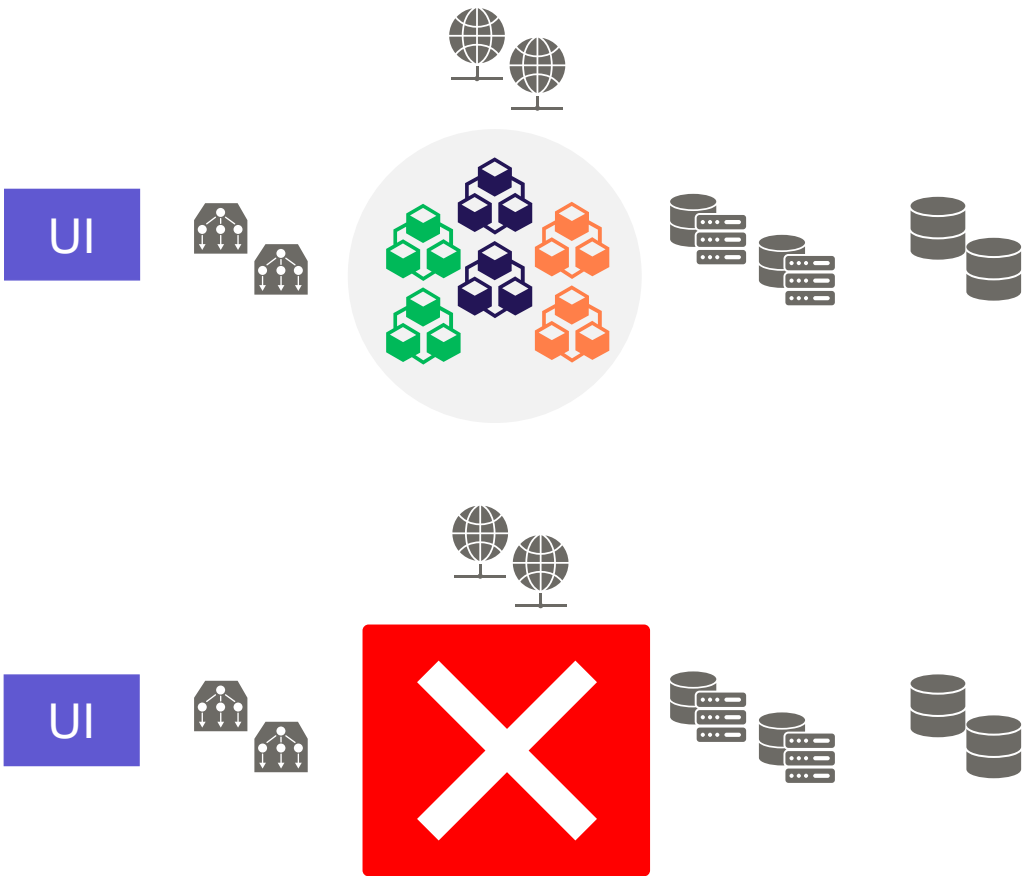
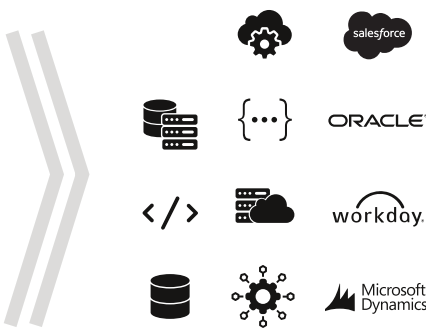|	Other PAM vendor	Delinea
Uptime	???	✓ 99.995%
Downtime during upgrades	15 mins	✓ None
Scalability	Vertical with downtime	✓ Auto-scale vertically and horizontally
Code to Production	4 weeks	✓ 30 min

Authorization used to be simpler

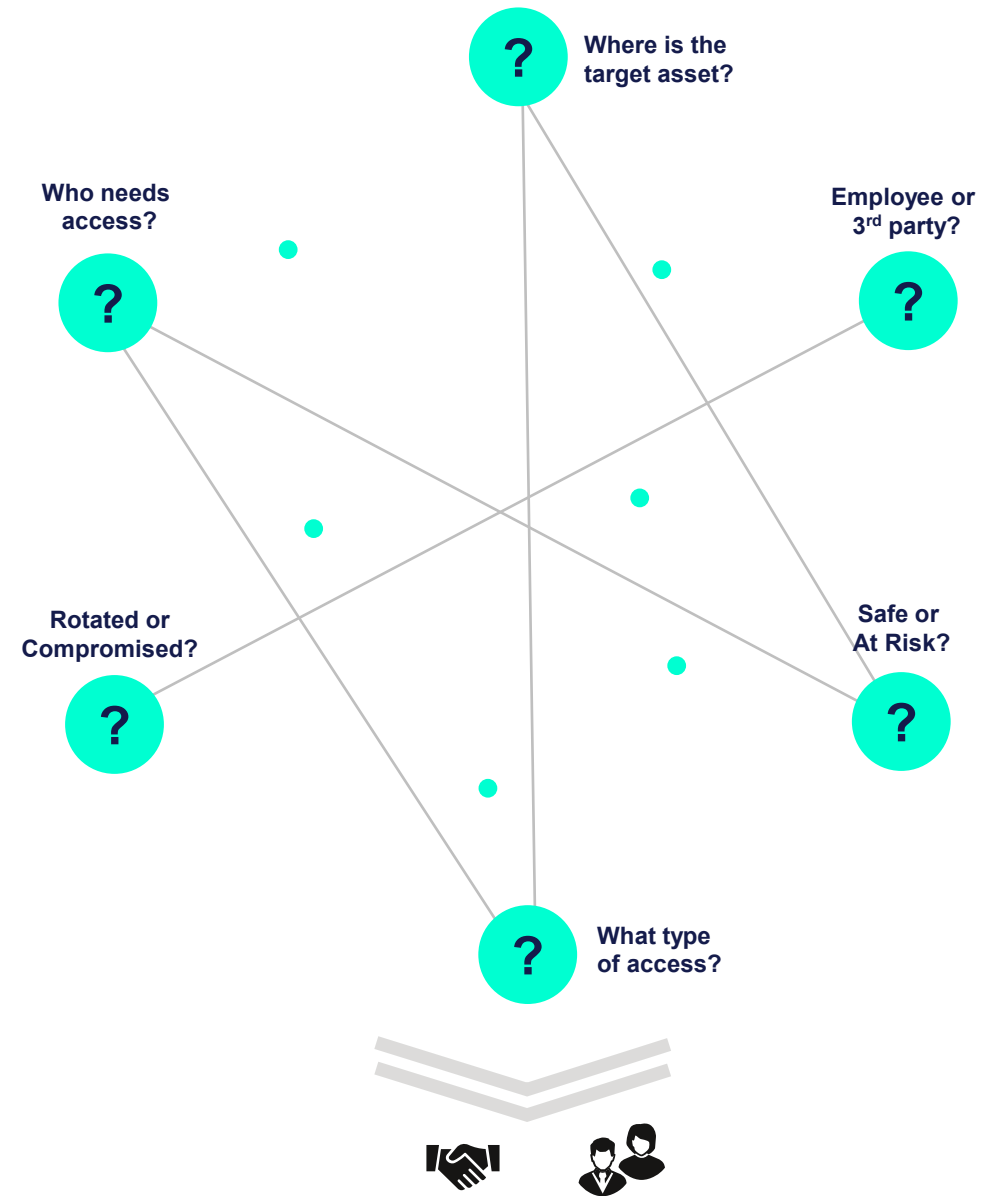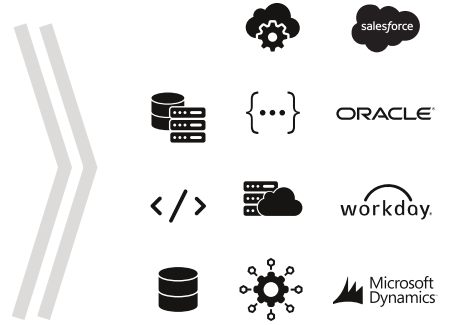# Complexity causes context to be lost
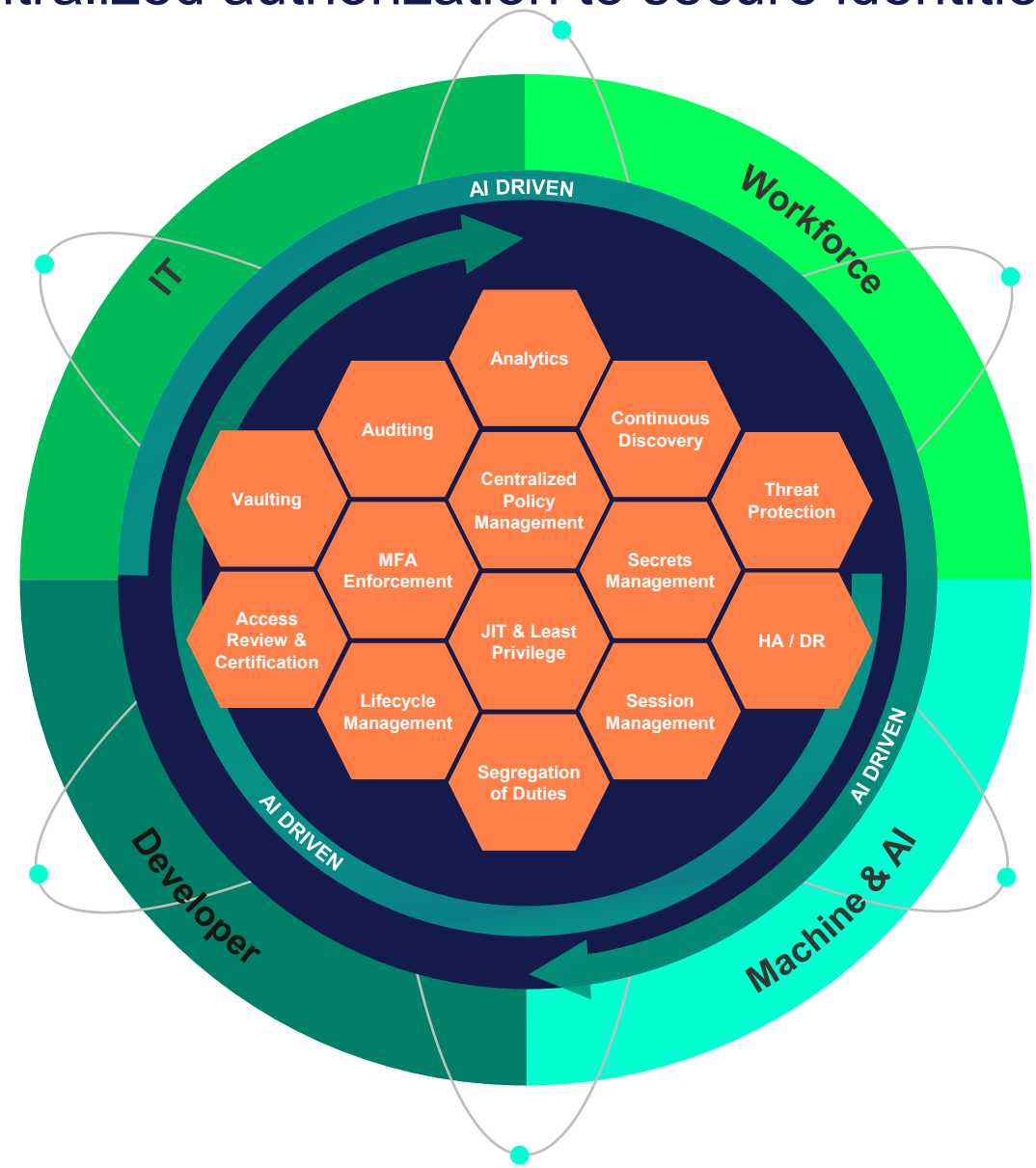
Explosion of identities

Explosion of endpoints

Complexity causes context to be lost

Explosion of identities

Explosion of endpoints

Where is the target asset?

Who needs access?

Employee or 3rd party?

Rotated or Compromised?

Safe or At Risk?

What type of access?

Effective identity security strategy
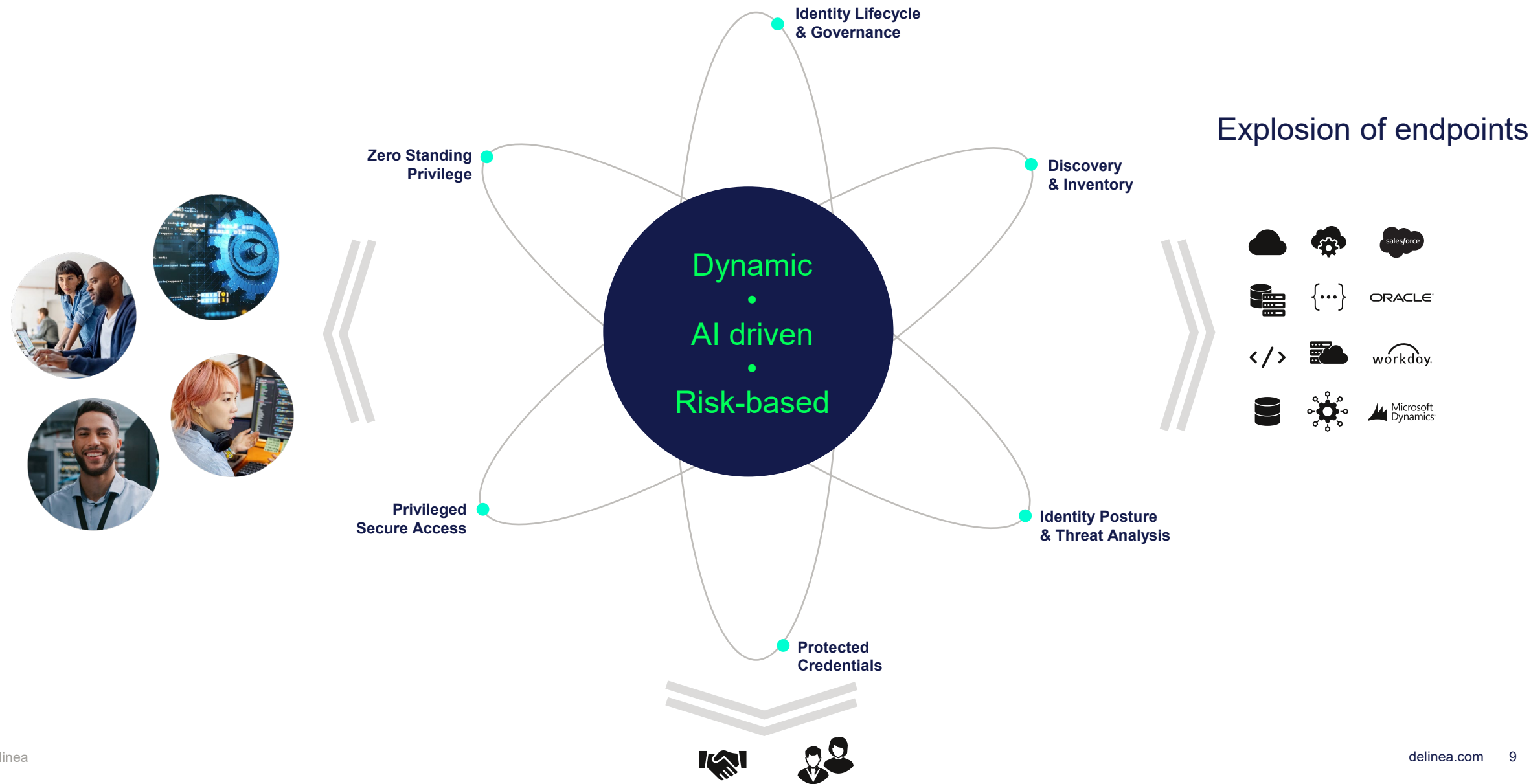
Identity Lifecycle
& Governance

Explosion of endpoints

Zero Standing
Privilege

Discovery
& Inventory

Dynamic

•

AI driven

•

Risk-based

Privileged
Secure Access

Identity Posture
& Threat Analysis

Protected
Credentials

Seamless, intelligent, centralized authorization to secure identities at every interaction

Identity Lifecycle & Governance

Workforce

Discovery & Inventory

Zero Standing Privilege

IT

Delinea Platform

Dynamic, AI driven, Risk-based

Developer

Machine & AI

Privileged Secure Access

Identity Posture & Threat Analysis

Protected Credentials
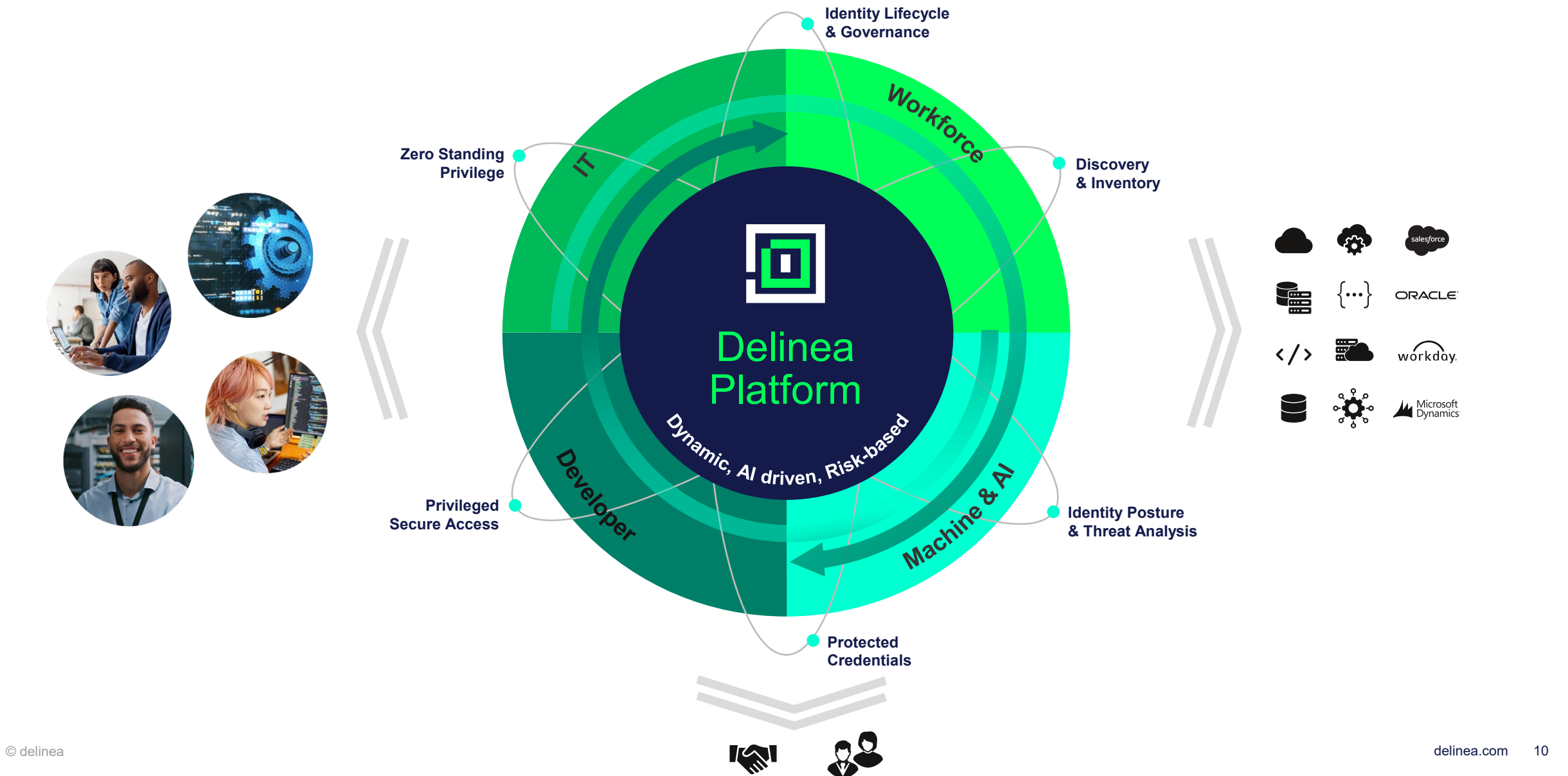
Seamless, intelligent, centralized authorization to secure identities at every interaction

Project stages: Initial – Completed / in Progress
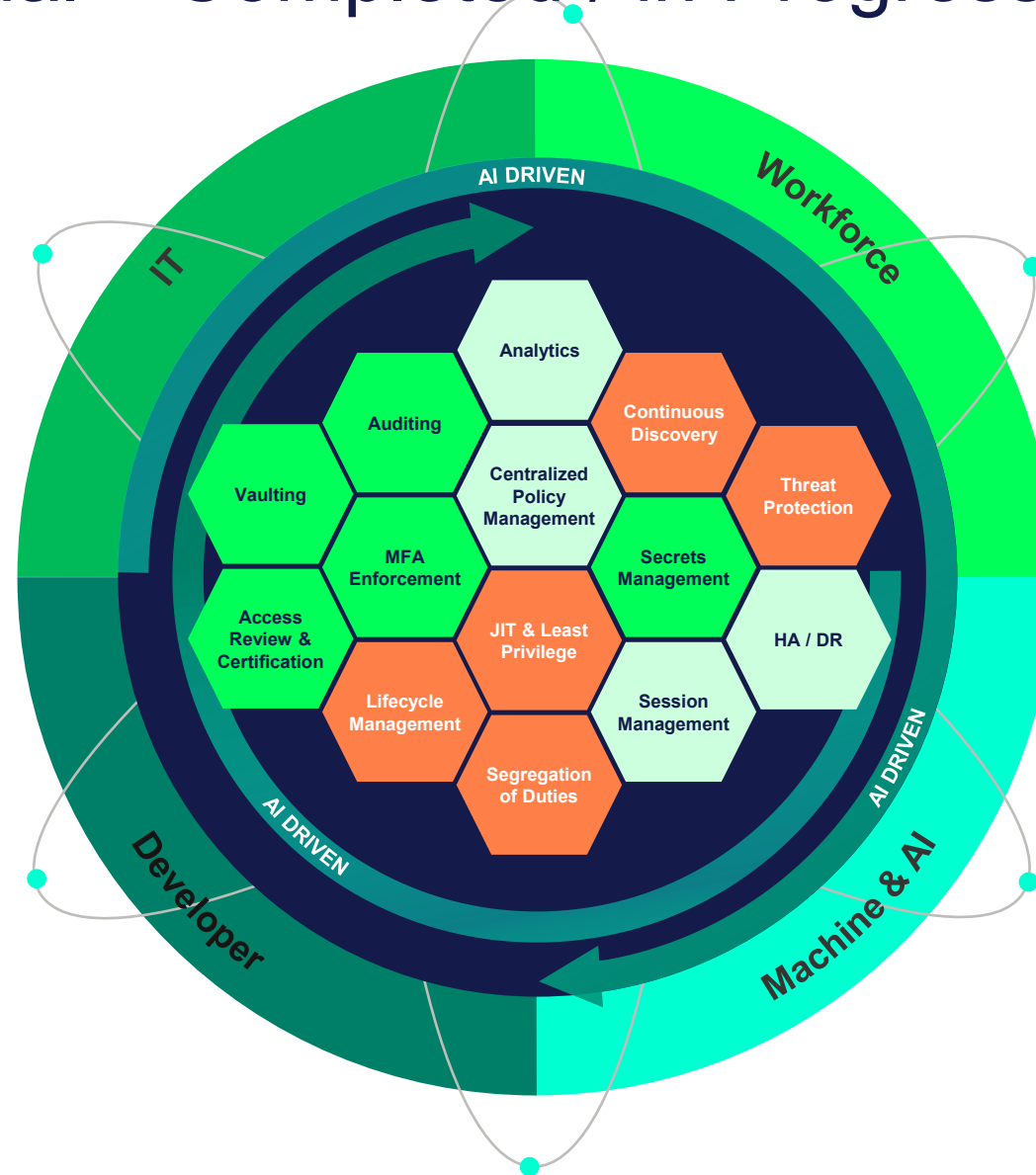
Project stages: On Schedule for further implementation
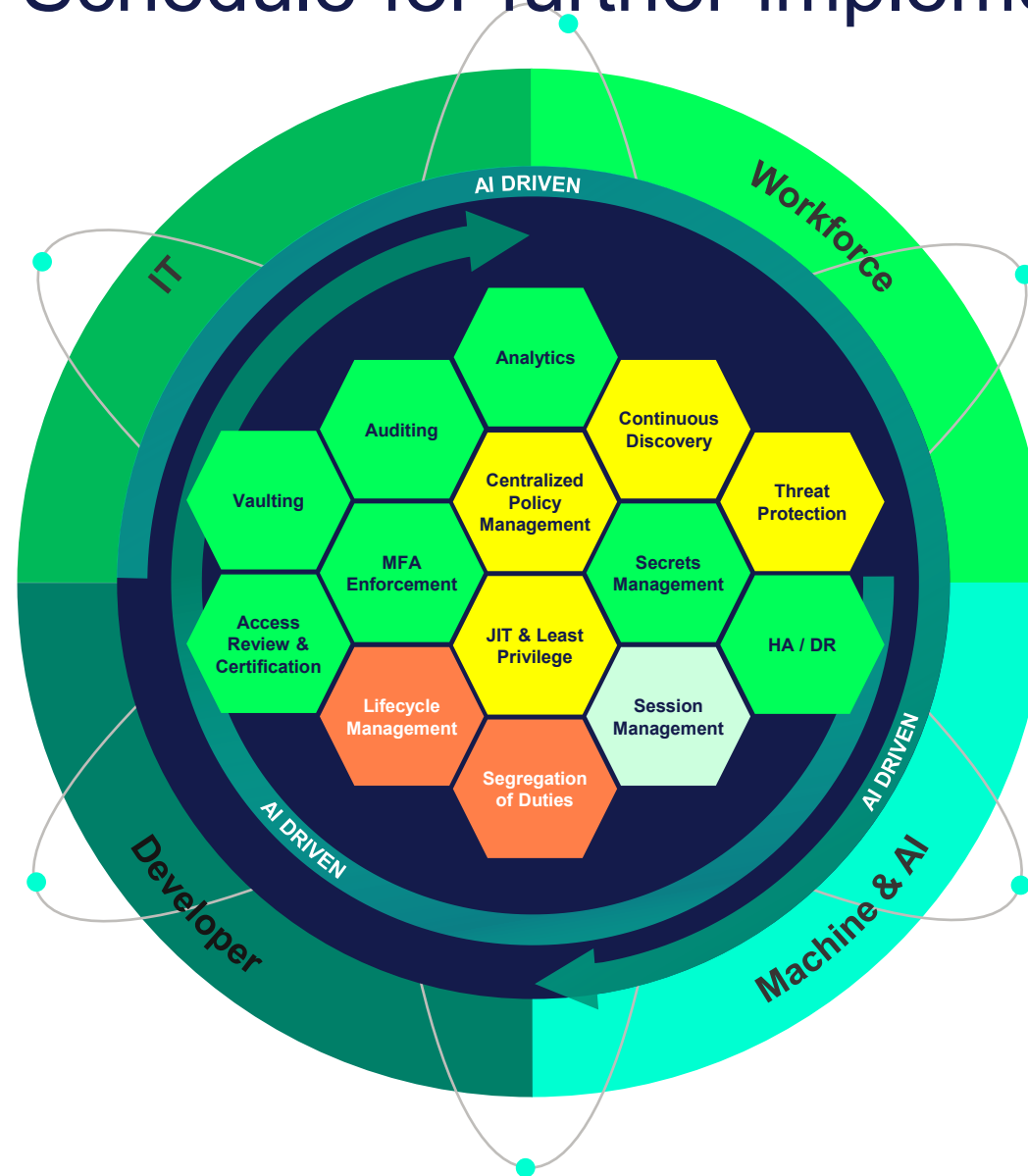
Gartner Peer Insights

Reviews ★★★★★

March 6, 2025

Navigating Delinea's Cloud Platform Deployment: A Seamless Experience

Reviewer Function: IT Security and Risk Management
Company Size: 250M – 500M USD
Industry: Services (non-Government) Industry

March 6, 2025

Redefined User Experience: The Ease of Using PAM Solution

Reviewer Function: IT Services
Company Size: 50M – 250M USD
Industry: IT Services Industry

March 13, 2025

Delinea Secret Server: Keep Track of those Service Accounts

Reviewer Function: IT
Company Size: 1B - 3B USD
Industry: Media Industry

March 14, 2025

Delinea: The Stable SAAS Solution with End-User Satisfaction
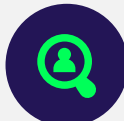
Reviewer Function: IT Security and Risk Management
Company Size: 30B+ USD
Industry: Energy and Utilities Industry

Why Delinea

Seamless, intelligent, centralized authorization to better secure the modern enterprise

We make you more secure	We make you more productive	We futureproof identity security
Accelerated adoption through seamless authorization controls	Deploy in weeks, not months	Guaranteed 99.995% uptime & zero downtime upgrades
Detect & address identity threats in real-time	Requiring 90% fewer resources to manage than the nearest competitor	Code to production in 30 minutes

Leader
IN ALL 5 MAJOR PAM ANALYST REPORTS IN 2024

9,000+
CUSTOMERS

4.8 / 5
CSAT RATING

900+
5-STAR GARTNER PEER REVIEWS

400+
INTEGRATIONS, TEMPLATES, & TOOLS

Controlware
Security Day

Danke für Ihre Aufmerksamkeit.
Wir freuen uns über Ihr Feedback!

Bitte geben Sie den ausgefüllten Bogen am Empfang ab und erhalten Sie als Dankeschön ein kleines Präsent.