

Financial Sector Success Story

A large, stylized blue chevron graphic pointing right, composed of several overlapping translucent shapes.

Strategic support for critical platforms:

How a financial institution strengthened identity management with Netdata

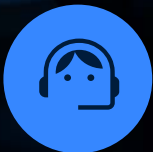
The Challenge

A major financial institution relied on the **on-premise CyberArk platform** for privileged access management, password rotation, and control of internal and third-party identities. However, they faced several operational challenges:

- They experienced **constant failures in password rotation**, affecting access to critical internal applications.
- **Component and server updates were lagging** due to a lack of proactive management.
- The platform, although installed, **was not functioning stably or securely and had already caused downtimes** that posed regulatory and financial risks for the bank.

The solution

Netdata was invited to participate in the evaluation process to become the new support provider. The relationship was consolidated following a specific incident in which:



Immediate, cost-free support was provided, demonstrating technical expertise and real-time problem-solving capabilities



Issues related to outdated components were identified and resolved.



A technical assessment was executed, allowing for the rapid stabilization of the platform.

The client chose to start with support hour banks, and shortly after, given the strong results, **migrated to a full continuous support contract**, covering not only the headquarters in Colombia but also its subsidiaries.



Tangible Results

- **Total platform stabilization in 3 months**

Persistent failures preventing password rotation were resolved. Pending critical updates and patches were applied.

- **Internal productivity increased**

By ensuring automatic password rotation, operational continuity for multiple internal applications and third-party access was restored.

- **Ensured regulatory compliance**

The stabilization of CyberArk allowed key security and traceability policies to be maintained without manual intervention.

- **Successful transition to a full support contract**

The client moved from an hourly consumption model to an unlimited support scheme, providing greater agility and predictability.

A Consultative, Not Transactional, Support Approach

What made Netdata stand out to the client was not just its technical knowledge, but its approach:



Strategic guidance was provided from the very first contact.



The support team acted as a technical consultant, helping to diagnose, stabilize, and optimize the platform without waiting for a prior purchase order.



Technical expertise, understanding of the environment, and closeness to the client made a difference compared to other provider



Client Testimonial:



"What we value about Netdata is that from the very beginning, they demonstrated a real commitment to the stability of our operation. Their team not only resolved critical incidents quickly but also offered us consultative, proactive support with a high level of expertise in the platform.

Thanks to them, we regained confidence in our access management ecosystem, and today we have support that truly measures up to our needs as a financial institution."

Do you want to transform your
cybersecurity posture and optimize
your technological investments?

Discover how our



**Customer Success
model can help you.**

 Netdata®

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