

# Improving user workflow productivity and safeguarding operational technology in the manufacturing industry



While manufacturing holds a pivotal position in the supply chain between the procurement of raw materials and the sale of finished goods, it also holds significant vulnerability, including the potential for disruption capable of severely impairing financial performance.

Among the sources of disruption are challenges affecting the efficiency and security of operational technology (OT), business-critical equipment used to manage and control operations. Leveraging solutions to ensure user workflow productivity – while safeguarding this crucial equipment – is paramount and requires a careful balancing act.

Here's a look at key challenges at hand, as well as solutions to achieve and maintain the vital productivity/security balance.

## Challenges impacting productivity and security

For manufacturers, the impact of disruption to operational technology stems from both external and internal factors, including:

- **Increased cyberattacks** | For the second consecutive year, manufacturing was **the most targeted sector** for ransomware attacks in 2022, due to extremely low tolerance for downtime. In addition, **40% of manufacturing firms** experienced a cyberattack in 2022, with 38% of those incurring over \$1 million in damages.
- **Third-party access vulnerability** | The significant volume of third-party vendors interacting with manufacturers' systems and sensitive data – and the lack of strong security controls – present considerable risks, especially to operational technology.
- **Shared mobile device and shared workstation risks** | Risky device exchange practices and workarounds including credential sharing create identity management challenges as users access systems from these endpoints.

## Strategic solutions

Solving these complex workflow, productivity, security, and compliance challenges without overburdening IT teams is no easy feat. It involves streamlining workflow access to help keep staff productively engaged, while at the same time reducing risk and safeguarding organizational data. That balancing act can be accomplished by:

- **Mitigating ransomware and other cyber risks** | Protecting against operational disruption, financial loss, and reputational damage by leveraging multifactor authentication
- **Enabling secure internal and third-party access** | Minimizing risks associated with compromised privileged accounts, especially given the many employees and external vendors who need to access systems including operational technology

- **Unlocking the power of mobile** | Providing quick, efficient, secure workflows on shared mobile devices that deliver consistent user access experiences
- **Improving user access workflows** | Enabling fast, simple, secure user access for shared workstations, plus the availability of self-service workflows (such as credential reset)

## The Imprivata difference

Driven by our extensive experience and expertise, Imprivata is uniquely positioned to help the manufacturing industry overcome productivity and security challenges with proven digital identity solutions. That difference includes:

- **Privileged access management** solutions focused on minimizing risk by managing and auditing access by employees and third-party vendors to privileged accounts and operational technology
- **Unique solutions** for managing and simplifying user access to shared mobile devices, which unlock the power of mobile by enabling fast provisioning and secure, seamless workflow access
- **Improved workflow efficiency** through quick, flexible, user-friendly multifactor authentication solutions, plus single sign-on from any device, anywhere
- **Customized, proactive managed services solutions**, including hands-on implementation and ongoing administrative support, as well as strategic advisory support to guide technical change



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Imprivata is the digital identity company for mission- and life-critical industries, redefining how organizations solve complex workflow, security, and compliance challenges with solutions that protect critical data and applications without workflow disruption. Its platform of interoperable identity, authentication, and access management solutions enables organizations in over 45 countries to fully manage and secure all enterprise and third-party digital identities by establishing trust between people, technology, and information.

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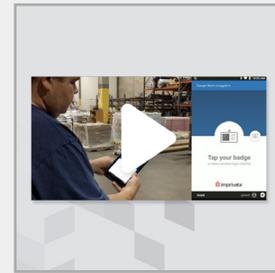
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[Manufacturing: The ultimate guide to third party remote access](#)



[Simplifying warehouse employee access to workstations, mobile devices, and applications](#)