

## DATASHEET

# Imprivata Customer Privileged Access Management (formerly SecureLink Customer Connect)

Secure and fast remote access for gaming manufacturers and vendors



A stringent regulatory environment and the near-constant threat of cyberattacks demand that gaming manufacturers proactively manage and address cybersecurity risk and vulnerabilities. This helps keep them and the casinos they work with safe, ensures uptime, and protects their business against regulatory fines and revenue loss. A key component of this is efficient and secure access to the games, equipment, and applications that they manufacture, implement, and support.

**Imprivata Customer Privileged Access Management (formerly SecureLink Customer Connect) provides gaming manufacturers and vendors with the streamlined and secure remote access to customer environments they need for cybersecurity and to meet regulatory requirements.**

## How Imprivata Customer Privileged Access Management streamlines and secures your remote access connections

### **Standardize remote access to all casino customers into a single platform.**

- Support native, anytime connectivity via any TCP or UDP-based protocol for any OS
- Connect faster with a single login for reps and improve time-to-resolution

### **Provide innovative support and meet customers' security and regulatory requirements with control and visibility over access.**

- Contextual audit trails and video recordings provide visibility into user activity and proof of work completed in the case of an incident
- Provide casinos with visibility and control over access with audit logs and fine-grained access controls

### **Meet and demonstrate compliance with interregional and state gaming control board regulations with audited, anytime access.**

- Access games remotely in a manner that enables compliance with Minimum Internal Control Standards (MICS) with comprehensive audit and documentation
- Limit access to only what's necessary and prevent inappropriate access to protected information and broad network access

### **Limit liability and risk to your organization with access based on Zero Trust.**

- Limit exposure within customers' networks and ability for lateral movement with Zero Trust access and least-privilege access policies
- Minimize the risk of compromised credentials: facilitate access without reps needing to know and manage usernames and passwords

**With Imprivata Customer Privileged Access Management (CPAM), gaming vendors on average see a:**



**65% reduction**

in time spent managing and supporting remote access



**75% reduction**

in time spent establishing remote connections with customers



**70% reduction**

in security incident-related expenses

**Take advantage of the Imprivata network:**



**41,000+**

organizations, vendors, and manufacturers use Imprivata for secure remote connectivity

Regulatory requirements are only increasing. Casinos are demanding higher levels of security, visibility, and control from their vendors' access. With CPAM, you can ensure the security of access to the games you support and meet the requirements of your customers to achieve security, standardization, and efficiency – no compromises.

For more information on Imprivata Customer Privileged Access Management, visit our website.



Imprivata delivers simple and secure access management solutions for healthcare and other mission-critical industries to ensure every second of crucial work is both frictionless and secure. The Imprivata platform of innovative, interoperable access management and privileged access security solutions enables organizations to fully manage and secure all enterprise and third-party identities to facilitate seamless user access, protect against internal and external security threats, and reduce total cost of ownership. For more information, visit [www.imprivata.com](http://www.imprivata.com).

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