

KEY ECONOMIC IMPACT REPORT: **DELINEA**



Analysis of Economic Benefits and Return on Investment Achieved
By Four Delinea Privileged Account Management Customers

November 2023

A CYBEREDGE RESEARCH STUDY SPONSORED BY:

Delinea™

Table of Contents	Executive Summary	Customer Spotlights	Key Challenges	Key Economic Benefits
Key Intangible Benefits	Conclusion	Research Methodology	About Our Sponsor	About CyberEdge Group

Table of Contents

Executive Summary 3

Customer Spotlights 4

Key Challenges 6

Key Economic Benefits 8

Key Intangible Benefits 11

Conclusion 12

Appendix 1: Research Methodology 13

Appendix 2: About Our Sponsor 15

Table of Contents	Executive Summary	Customer Spotlights	Key Challenges	Key Economic Benefits
Key Intangible Benefits	Conclusion	Research Methodology	About Our Sponsor	About CyberEdge Group

Executive Summary

Controlling credentials and authorization is the fastest and easiest way to mitigate risk and demonstrate results for your cybersecurity program. The 2023 Verizon Data Breach Investigations Report found that half of the 4,291 breaches investigated involved credentials as the cause. This Key Economic Impact (KEI) Report, sponsored by Delinea and created by CyberEdge Group, supports the contention that credential security offers a compelling return on investment (ROI).

Modern privileged account management (PAM) solutions act as the first line of defense for access to critical systems. These could be large network switches, servers, and gateway devices. Typically, these have admin accounts with standard usernames/passwords for access. In the worst-case scenario, everyone in IT knows those credentials. Attacks on these systems can be the most damaging. Compromised systems are so prevalent that there are underground forums selling the credentials to them, so-called initial access brokers or IABs.

There are several cost reductions realized with modern PAM solutions, including for:

- ◆ Cyber insurance compliance
- ◆ Regulatory compliance
- ◆ Data breach damages
- ◆ Privileged account management support

The Delinea Platform is a complete PAM solution. It provides visibility into all user, machine, and application privileges while maintaining appropriate security controls. Customers can manage all privilege authorizations across all types of identities in one solution with consistent policies, even as roles, permissions, and IT resources change constantly.

The Delinea customers interviewed for this report used various combinations of Delinea’s PAM products, including:

- ◆ Secret Server – Discover, manage, protect, and audit privileged account access
- ◆ Server PAM – Manage identities and policies on servers
- ◆ Privilege Manager – Manage privileges on workstations with application controls

For more information about Delinea’s PAM solutions, connect to the Delinea website at <https://delinea.com/products>.

In producing this report, CyberEdge developed a spreadsheet-based ROI calculator in consultation with Delinea. We used the ROI calculator as a foundation for interviewing four (anonymous) Delinea customers, including:

- ◆ Railway Transportation Technology Firm
- ◆ University Federal Credit Union
- ◆ Regional Healthcare Provider
- ◆ National Accounting Firm

For more information about the ROI calculator and the methodology used to calculate key ROI statistics, consult Table 2 and Appendix 1.

Across all four Delinea customers interviewed for this report, the average results were:

- ◆ Annual financial benefits: \$1,712,478
- ◆ First-year Delinea investment (including professional services): \$120,386
- ◆ First-year net financial benefit: \$1,592,093
- ◆ First-year ROI: 1,322%, or 12.22x first-year investment

The bottom line is that for every \$1.00 these four customers spent with Delinea, they achieved an average of \$12.22 in return. To learn how, read on.

Table of Contents	Executive Summary	Customer Spotlights	Key Challenges	Key Economic Benefits
Key Intangible Benefits	Conclusion	Research Methodology	About Our Sponsor	About CyberEdge Group

Customer Spotlights

CyberEdge interviewed four Delinea customers who validated our ROI model and provided valuable insights into the economic and intangible benefits of using PAM solutions from Delinea.

Railway Transportation Technology Firm

This 207-person company is a leading provider of remote monitoring, video analytics, and proactive diagnostic information for freight and passenger rail networks. It manufactures sensors and recorders deployed on one-third of the locomotives in North America. They have an Information, Communication and Technology (ITC) staff of 21, including one person dedicated to information security – although everyone in the ICT department wears a security hat.

The company has a cyber insurance policy that requires them to be SOC2 compliant. In addition, they must ensure that their services are compliant with railroad regulations in several countries. The Cybersecurity Manager interviewed for this report

Industry: Technology
Annual Revenue: \$37.5 million
Total Employees: 207
IT Security Personnel: 1
Customer Since: 2018
Break-Even Point: 2.6 months

joined the company in 2021. They had previous experience with a competitive PAM offering, which was described as “expensive, hard to manage, and a ‘mish mosh’ of stuff.” The company selected Delinea (formerly Thycotic) because of its comprehensive feature set and ease of configuration and use.

University Federal Credit Union

This company is a full-service financial services firm for students, employees, and alumni of a major university based in the Mid-Atlantic region. It offers savings, checking, loans, and credit card accounts. It has branches and ATMs in dozens of locations. Of 12 IT staffers, four are dedicated to security. The company has cyber insurance coverage, which they must maintain compliance with, and they must also comply with PCI DSS and SOC2 requirements. It must also comply with the National Credit Union Administration (NCUA), including a new 72-hour breach notification requirement under the NCUA Cyber Incident Notification Requirements.

The company has been a Delinea (formerly Thycotic) customer since 2015. We asked its Systems Administrator what he liked

Industry: Financial Services
Annual Revenue: \$600 million
Total Employees: 104
IT Security Personnel: 4
Customer Since: 2015
Break-Even Point: 2.3 months

best about Delinea’s products. He said he liked the user interface, categorizations, and overall organization of Secret Server. He went on to describe PAM tools he used previously in his career which lacked considerably in functionality when compared to Secret Server.

Table of Contents	Executive Summary	Customer Spotlights	Key Challenges	Key Economic Benefits
Key Intangible Benefits	Conclusion	Research Methodology	About Our Sponsor	About CyberEdge Group

Customer Spotlights

Regional Healthcare Provider

This company is a regional healthcare provider. They have 10 people dedicated to information security. The company must comply with cyber insurance policy standards, as well as HIPAA and state regulations for healthcare providers.

The company became a Delinea customer in 2021. We asked their head of information security why they selected Delinea over a competing offering from another major PAM vendor. They cited two key reasons. First, they cited Delinea’s outstanding customer support and professional services teams who helped them through their proof-of-concept deployment every step of the way. Second, the product’s intuitive user interface makes it easy to get the platform up and running. Minimal training of the IT staff was required once in production.

National Accounting Firm

This company provides tax filing services, including payroll and business consulting services, consumer tax software, and online tax preparation and electronic filing from their website. They have 3,800 employees with 60,000 tax preparers on contract. There are approximately 60 IT security staff members.

The company has been a Delinea customer since 2021. It is bound by PCI DSS, NIST, and Sarbanes Oxley compliance regimes and aligns with ISO 27001 standards. We asked the company’s Security Operations Manager why he chose Delinea over another major PAM vendor on their shortlist. He said, “We chose Delinea for its reputation, stability, and ease of operating within the graphical user interface. Installation was not complicated, and the cost of acquisition was low.” He also appreciated how easy it was to integrate Delinea within the company’s existing zero trust network architecture.

Industry: Healthcare
Annual Revenue: \$1 billion+
Total Employees: 1,000+
IT Security Personnel: 10
Customer Since: 2021
Break-Even Point: 2.2 months

“...the product’s intuitive user interface makes it easy to get the platform up and running. Minimal training of the IT staff was required once in production.”

Industry: Financial Services
Annual Revenue: \$3.5 billion
Total Employees: 3,800+
IT Security Personnel: 60
Customer Since: 2021
Break-Even Point: 3.0 months

“We chose Delinea for its reputation, stability, and ease of operating within the graphical user interface. Installation was not complicated, and the cost of acquisition was low.”

Table of Contents	Executive Summary	Customer Spotlights	Key Challenges	Key Economic Benefits
Key Intangible Benefits	Conclusion	Research Methodology	About Our Sponsor	About CyberEdge Group

Key Challenges

The Delinea customers interviewed for this study reported similar key challenges that most IT security organizations face today. It doesn't matter if your company operates in financial services, retail, manufacturing, technology, or another industry. Virtually all organizations are struggling to find more efficient ways to mitigate risk through a number of different avenues, including: reduce cyber insurance compliance costs, reduce regulatory compliance costs, reduce the risk of data breaches, and find more cost-effective ways to manage privileged accounts. Let's dissect these challenges a bit further.

Reduce Cyber Insurance Compliance Costs

The Delinea customers we spoke with reported that they maintain cyber insurance policies and must demonstrate to insurers that they meet the requirements. Invariably, this entails demonstrating that privileged accounts are secured and managed and controls are in place to monitor those accounts and apply granular authorizations. Failure to assure auditors that these controls are in place could lead to the denial of claims after a breach, or increased premium rates, or reduced coverage for breach losses. Delinea's Secret Server makes compliance reporting easy and saves substantial time during an audit. Cyber insurance underwriters want to see evidence that proper controls are in place for privileged access. They can ask for audit logs of access and recordings of actions taken. With Delinea, these reports are simple to produce.

Reduce Regulatory Compliance Costs

Like the requirements for cyber insurance, the companies interviewed for this report also had regulatory and compliance requirements that represented even more significant challenges. SOC2, HIPAA, Sarbanes Oxley, and ISO standards require documentation, reporting, and even control sampling to demonstrate compliance. Having the ability to quickly generate reports and documentation that each of these

regulatory regimes is being adhered to means significant cost savings. More importantly, avoiding fines and damage to an organization's reputation are of even greater value. Just ask Amazon, who in the summer of 2021 was assessed a fine of EUR 746 million (\$877 million USD) for non-compliance with EU GDPR mandates.

Reduce the Risk of Data Breaches

According to the most recent IBM Cost of a Data Breach Report 2023, the average data breach cost across all industry sectors is \$4.45 million. Reducing the possibility of a breach due to compromised privileged accounts is a primary use case for PAM solutions. This study incorporated costs including: direct losses of business, breach disclosure costs associated with communicating with customers and stakeholders, regulatory fines, and recovery costs. According to IBM's report, only one-third of breaches are first discovered by the victim organizations. Sixty-seven percent (67%) of the time, the attackers notify the victim or third parties are the first to discover leaked credentials. These statistics highlight the need for significant investment in cybersecurity.

Furthermore, ransomware has captured headlines in recent years because it disrupts business continuity as victim organizations seek to expunge the infection from their systems, recover their data from backup or negotiate, and pay cyber criminal gangs to get decryption keys.

Privileged accounts and workstations are a primary target of attackers. They seek to gain administrative access to servers, network gear, and key applications such as Active Directory. Often, access to such an account is the first step of a cyberattack that leads to significant breach costs. Phishing and stolen or compromised credentials were the two most prevalent attack vectors in this year's IBM report, and both also ranked among the top four costliest incident types.

Table of Contents	Executive Summary	Customer Spotlights	Key Challenges	Key Economic Benefits
Key Intangible Benefits	Conclusion	Research Methodology	About Our Sponsor	About CyberEdge Group

Key Challenges

Reduce Privileged Account Management Support Costs

Supporting privileged account holders can quickly get out of hand without the right tools. Password resets, changes to access privileges, enrollment, and deprovisioning are all functions that can add to ongoing support costs. As IT infrastructure grows along with an organization, the number of people requiring access to systems grows, as does the number of systems in the data center or the cloud.

A PAM solution puts all the controls for many sensitive systems in one place. Delinea makes it easy to assign authorization, rotate or reset passwords and other secrets, and programmatically revoke access when certain conditions are triggered.

In addition, removing local administrative rights reduces risk, as users with those rights have the power to do just about anything on their workstations — from downloading applications to removing or disabling security software. Yet, if local admin rights are stripped away and workstations only allow software install requests and configuration changes through the IT help desks, not only do help desk costs increase, but users also experience decreased productivity while they wait. Delinea’s application control capabilities allow IT teams to remove local administrative rights and enforce least privilege on endpoints without disrupting business users or support teams.

Table of Contents	Executive Summary	Customer Spotlights	Key Challenges	Key Economic Benefits
Key Intangible Benefits	Conclusion	Research Methodology	About Our Sponsor	About CyberEdge Group

Key Economic Benefits

Deploying PAM solutions from Delinea achieves compelling ROI. Table 1 depicts company statistics, the first year's ROI, and the break-even point (in months) achieved by the four Delinea customers interviewed by CyberEdge.

	Railway Transportation Technology Firm	University Federal Credit Union	Regional Healthcare Provider	National Accounting Firm
Industry	Technology	Banking	Healthcare	Financial Services
Revenue	\$37.5 million	\$600 million	\$1.0 billion	\$3.5 billion
Employees	200	104	1,000+	3,800+
IT Security Personnel	1	4	10	60
Year 1 ROI	1,863%	4,178%	12,800%	505%
Break Even	2.6 month	2.3 month	2.2 month	3.0 month

Table 1: Company attributes and ROI calculations for interviewed customers.

Anytown Manufacturing Corporation

To help our readers understand how financial ROI is derived by using Delinea's PAM solutions, we created a fictitious composite company called Anytown Manufacturing Corporation, or AMC. AMC is essentially the "average" of all four companies interviewed for this report using averages of employee count, annual revenue, and all ROI inputs referenced within the ROI calculations that follow (see Table 2).

The following is a summary of AMC's company attributes:

- ◆ Industry: Manufacturing
- ◆ Annual revenue: \$1.4 billion
- ◆ Total employees: 1,376
- ◆ IT security personnel: 18
- ◆ Headquarters: Anytown, USA

Let's now roll up our sleeves, bust out our calculators, and start crunching numbers. Table 2 on the next page depicts ROI calculations for AMC in four key areas of cost reduction:

- ◆ Cyber insurance compliance
- ◆ Regulatory compliance
- ◆ Data breach damages
- ◆ Privileged account management support

Cells shaded in grey in Table 2 depict average ROI inputs across all four Delinea customers interviewed. Cells in blue depict annual cost reductions. As AMC's annual ROI is the average of all four customers interviewed (see Table 1), AMC achieves ROI of 1,322%, or 12.22x its Delinea first-year investment. In other words, for every \$1.00 AMC spends with Delinea, it achieves \$12.22 in return.

Table of Contents	Executive Summary	Customer Spotlights	Key Challenges	Key Economic Benefits
Key Intangible Benefits	Conclusion	Research Methodology	About Our Sponsor	About CyberEdge Group

Key Economic Benefits

#1: Reduce the Cost of Cyber Insurance Compliance	
Quantity of personnel tasked with managing cyber insurance compliance	11
Percentage of their time spent annually on managing cyber insurance compliance activities <i>before</i> Delinea	11%
Total hours spent annually on managing compliance-related activities (based on 2,080 working hours per year per employee)	2,517
Average annual FTE cost for personnel managing cyber insurance compliance	\$112,500
Annual cost for all personnel managing cyber insurance compliance	\$136,125
Percentage of time saved managing cyber insurance compliance <i>after</i> Delinea	28%
Annual reduction in insurance policy compliance costs	\$38,115
#2: Reduce the Cost of Regulatory Compliance	
Quantity of personnel tasked with managing industry and/or government regulatory compliance	29
Percentage of their time spent annually on managing regulatory compliance activities <i>before</i> Delinea	28%
Total hours spent annually on managing regulatory compliance-related activities (based on 2,080 working hours per year per employee)	16,890
Average annual FTE cost for personnel managing regulatory compliance	\$103,750
Annual cost for all personnel managing regulatory compliance	\$3,008,750
Percentage of time saved managing regulatory compliance <i>after</i> Delinea	32%
Annual reduction in regulatory compliance costs	\$962,800
#3: Reduce the Cost of a Data Breach	
Average total cost of a data breach	\$4,090,000
<i>Before</i> Delinea, estimated chance of experiencing a data breach in any given year	25%
<i>Before</i> Delinea, projected data breach cost per year	\$1,022,500
<i>After</i> Delinea, estimated chance of experiencing a data breach in any given year	10%
<i>After</i> Delinea, projected data breach cost per year	\$409,000
Annual reduction in anticipated data breach costs	\$613,500
#4: Reduce the Cost of Privileged Account Management Support	
Quantity of personnel who support privileged account management	5
Average percentage of their time spent annually on privileged account management before Delinea	26%
Annual hours spent by personnel supporting privileged account management (based on 2,080 hours per year per employee)	2,704
Average annual FTE cost for personnel who support privileged account management	\$103,333
Annual cost for all personnel who support privileged account management	\$134,333
Percentage of time saved on privileged account management <i>after</i> Delinea	73%
Annual reduction in privileged account management support costs	\$98,063
Delinea ROI Analysis	
Total annual cost reduction	\$1,712,478
Total annual Delinea investment (including professional services)	\$120,386
Total annual net financial benefit	\$1,592,093
Total annual ROI	1,322%

Table 2: Delinea ROI calculations for Anytown Manufacturing Corporation.

NOTE: Cells in grey depict average statistics provided by all four interviewed customers. Cells in blue depict annual cost reductions.

Table of Contents	Executive Summary	Customer Spotlights	Key Challenges	Key Economic Benefits
Key Intangible Benefits	Conclusion	Research Methodology	About Our Sponsor	About CyberEdge Group

Key Economic Benefits

AMC’s investment break-even point – how long it takes to recoup its up-front, first-year Delinea investment – is only 3.0 months (see Figure 1). This includes time for AMC to install and configure its Delinea investment, which usually takes 1-2 months.

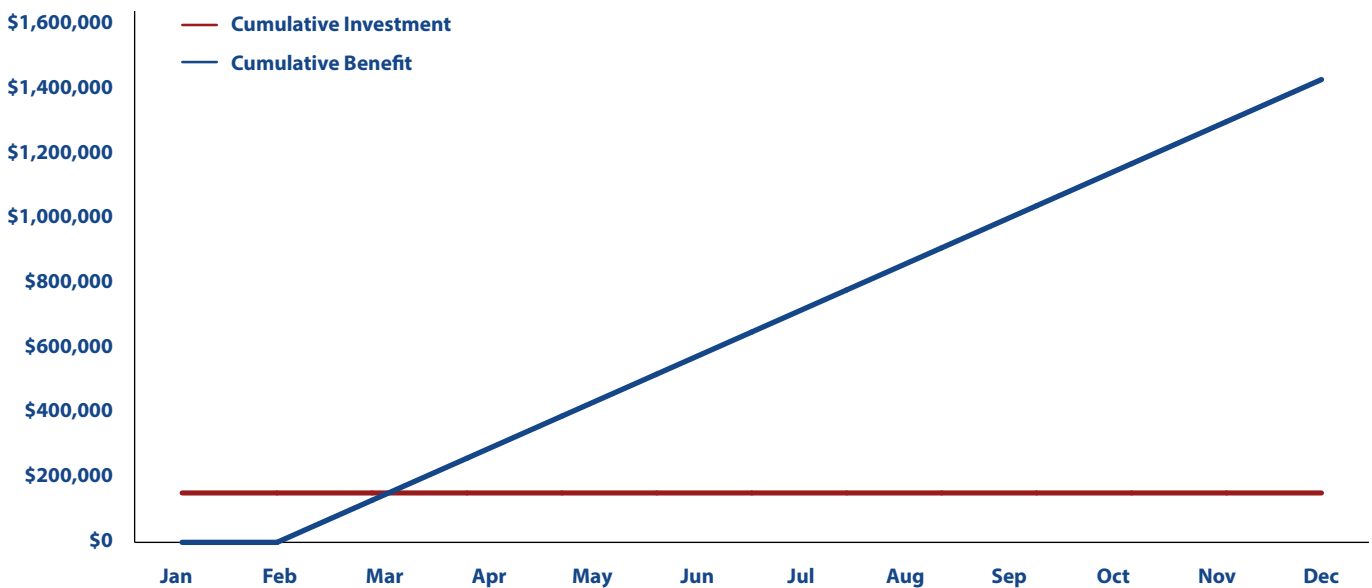


Figure 1: Investment break-even analysis for Anytown Manufacturing Corporation.

The majority (56%) of AMC’s financial gains stem from regulatory compliance cost reduction (see Figure 2). The second-largest financial benefit is derived from data breach cost reduction (36%), which corresponds to reducing the risk of a data breach in the first place. Reducing PAM support costs (6%) and reducing cyber insurance compliance (2%) are helpful but are minor in comparison.

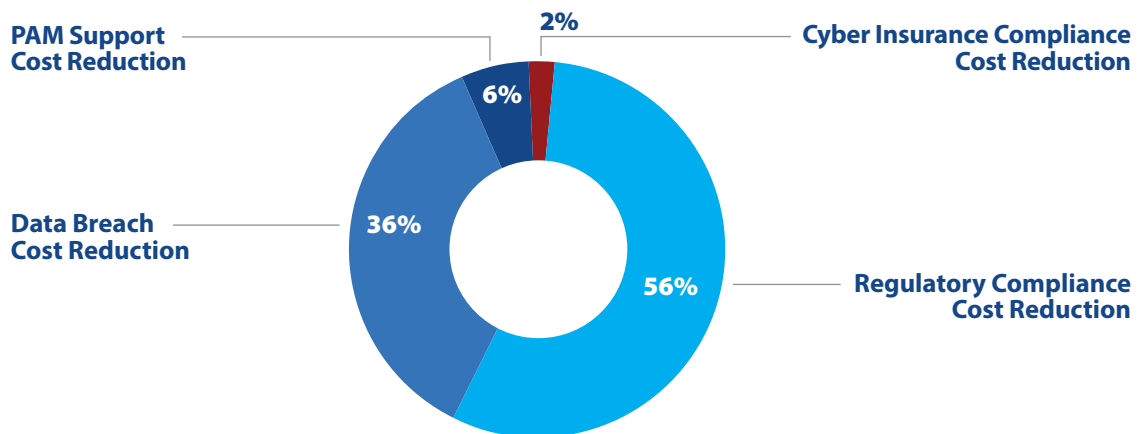


Figure 2: Financial benefits by category for Anytown Manufacturing Corporation.

Table of Contents	Executive Summary	Customer Spotlights	Key Challenges	Key Economic Benefits
Key Intangible Benefits	Conclusion	Research Methodology	About Our Sponsor	About CyberEdge Group

Key Intangible Benefits

PAM offers much more than the quantifiable factors referenced in the prior section. It is a fundamental investment in security. There are numerous intangible benefits of modern, best-of-breed PAM solutions that are worth considering, including:

Improved visibility of privileged accounts

Delinea makes it easy to assign permissions, rotate passwords, and manage access based on role while allowing for additional layers of security based on behavioral triggers. In addition, with PAM, organizations have a clearer view of who can access what and when. This enhances security and helps in audit trails and threat hunting, ensuring that any malicious activities or discrepancies can be traced back more effectively. This has a benefit in post-incident triage. Knowing what happened and who was responsible for an action can lead to quicker decisions and inform the communications team tasked with talking to regulators and stakeholders.

Streamlined IT and helpdesk operations

With centralized control, troubleshooting privileged access issues becomes easier and faster, increasing efficiency and productivity of IT and helpdesk personnel. Additionally, automated processes reduce errors that might result from manual processes. Delinea allows users to self-administer their systems when it makes sense, which reduces the number of calls or tickets to the help desk.

Improved workforce productivity and satisfaction

PAM enables essential personnel to focus on strategic initiatives instead of constantly dealing with access-related issues, such as resetting passwords, by empowering users to install software updates and maintain their own systems. This empowerment helps contribute to increased job satisfaction and reduced employee turnover.

Enhances existing IT infrastructure

Modern PAM solutions integrate with leading identity and access management (IAM) solutions. This helps to eliminate redundant processes and provides for automated provisioning and deprovisioning of privileged accounts. PAM also plays an important role in zero trust network access architectures by ensuring the right users have the right access to the right data at the right time.

Table of Contents	Executive Summary	Customer Spotlights	Key Challenges	Key Economic Benefits
Key Intangible Benefits	Conclusion	Research Methodology	About Our Sponsor	About CyberEdge Group

Conclusion

The insights gathered from our research with Delinea’s customers across different industries demonstrates that investing in a best-of-breed PAM solution yields an impressive return on investment. Apart from financial ROI, substantial intangible benefits were found to accrue, enriching the security ecosystem of an organization. The various customer experiences highlighted throughout this report underline PAM’s profound impact in protecting businesses from increasingly sophisticated cybersecurity threats while enhancing their operational efficiency.

Beyond defraying the costs associated with cyber insurance and regulatory compliance, a significant economic benefit of Delinea’s PAM solutions is reducing the risk and consequent costs of a data breach. Through its capacity to mitigate external attacks and internal threats, PAM offers a proactive and efficient approach to managing the integrity of critical data and systems. The cost savings derived from optimizing PAM support tasks also attest to the operational advantages of deploying Delinea’s PAM solutions.

The four companies we interviewed experienced overwhelming returns on their respective PAM investments. With operational efficiencies and bolstered security, PAM lays the groundwork for a more resilient and future-proof cybersecurity strategy. Delinea’s PAM solution seamlessly extends privileged access management to provide access with easy, adaptive controls that help IT and security not only reduce risk but also enable growth, efficiency, and scalability that demonstrate strong ROI.

PAM solutions are one of the strongest positive security measures that an organization can deploy. PAM will decrease the likelihood of a successful attack while saving time and money in compliance

costs and preserving an organization’s insurability. This results in a significant return on investment in these four areas:

- ◆ Cyber insurance compliance
- ◆ Regulatory compliance
- ◆ Data breach damages
- ◆ Privileged account management support

After constructing an ROI calculator and reviewing it with four Delinea customers, we have determined that organizations that deploy Delinea’s PAM solutions enjoy significant financial benefits:

- ◆ Annual financial benefits: \$1,712,478
- ◆ First-year Delinea investment (including professional services): \$120,386
- ◆ First-year net financial benefit: \$1,592,093
- ◆ First-year ROI: 1,322%, or 12.22x first-year investment

Even with conservative assumptions made throughout, the ROI calculator created for this study demonstrates that deploying Delinea’s PAM solutions can potentially return multiple times the required investment. The lowest ROI was 505%, with a break-even timeframe of just three months.

In conclusion, this report unequivocally corroborates that Delinea’s PAM solution is a strategic investment with substantial financial and operational ROI. PAM is a must-have tool for organizations desiring a safer, more compliant, and more efficient business environment in today’s digital age.

Table of Contents	Executive Summary	Customer Spotlights	Key Challenges	Key Economic Benefits
Key Intangible Benefits	Conclusion	Research Methodology	About Our Sponsor	About CyberEdge Group

Appendix 1: Research Methodology

Report Creation Methodology

Creating Delinea’s Key Economic Impact Report involved three phases:

- ◆ **Phase 1: ROI calculator creation.** CyberEdge conducted a half-day value inventory workshop with key stakeholders from Delinea in sales, marketing, and engineering. We uncovered all potential drivers of financial ROI and narrowed them down to those that are most critical. Then we constructed a spreadsheet-based ROI calculator to be used in Phase 2.
- ◆ **Phase 2: Customer interviews.** CyberEdge interviewed four Delinea customers via web conferencing, one at a time, and walked each of them through the ROI calculator. Each customer provided their own ROI inputs and verified their agreement with the validity of the model and resulting ROI calculations for their company’s investments.
- ◆ **Phase 3: Report development.** CyberEdge derived a fictitious company called Anytown Manufacturing Corporation (AMC) to serve as the foundation for all ROI calculations depicted in this report. AMC’s size and ROI inputs are the average of all four Delinea customers interviewed. The “Key Economic Benefits” section of this report depicts AMC’s hypothetical ROI calculations. Readers of this report are provided a frame of reference on the ROI their companies may achieve by leveraging Delinea’s PAM offerings.

Financial ROI Sources

Delinea’s ROI calculator derives financial ROI in four ways:

#1: Reducing the Cost of Cyber Insurance Compliance

Every insurance company that offers cyber insurance policies to its customers require its customers to align with certain cybersecurity standards to mitigate the risk of potential cyberattacks. Demonstrating compliance with such standards is imperative to obtain cyber insurance policies, to renew such policies annually, and to files claims subsequent to successful cyberattacks. The four companies we interviewed collectively reduced the quantity of hours spent demonstrating cyber insurance policy compliance by 28% by using Delinea’s PAM solution.

#2: Reducing Costs Associated with Investigating False Alarms

Most organizations, small and large, are required to demonstrate compliance with government regulations (e.g., EU GDPR, HIPAA, Sarbanes-Oxley) and/or industry regulations (e.g., PCI DSS). Demonstrating compliance without the right tools is a cumbersome, expensive task. Failing compliance audits can sometimes result in stiff penalties, which further increase costs. The four companies we interviewed collectively reduced the quantity of hours spent demonstrating regulatory compliance by 32% by using Delinea’s PAM solution.

Table of Contents	Executive Summary	Customer Spotlights	Key Challenges	Key Economic Benefits
Key Intangible Benefits	Conclusion	Research Methodology	About Our Sponsor	About CyberEdge Group

Appendix 1: Research Methodology

#3: Reducing the Cost of a Data Breach

Determining ROI of cybersecurity investments is often compared to determining the ROI of car insurance. How do you really know your car insurance ROI until you're involved in an automobile accident? So, to project cost savings associated with potential data breaches (including ransomware attacks), CyberEdge turned to an annual report sponsored by IBM and created by Ponemon Institute called "Cost of a Data Breach Report 2023." In this report, Ponemon interviewed 3,475 individuals from 553 organizations in 17 countries and 17 industries to derive the average cost of a data breach, including:

- ◆ **Detection and escalation costs:** Forensic and investigative activities, assessment and audit services, crisis management, and communication to executives and boards
- ◆ **Lost business:** Business disruption and revenue losses from system downtime, cost of lost customers and acquiring new customers, reputation losses, and diminished goodwill
- ◆ **Notification:** Emails, letters, and outbound calls, determination of regulatory requirements, communication with regulators, and engagement of outside experts
- ◆ **Ex-post response:** Help desk and inbound communications, credit monitoring and identity protection services for customers, issuing new accounts, legal expenditures, product discounts, and regulatory fines

In this report, Ponemon determined the average total cost of a data breach to be \$4.45 million. However, it also broke out averages by employee count tiers. CyberEdge took the average data breach cost by employee count tier when developing its ROI calculator.

Prior to implementing Delinea's PAM solution, collectively, the four customers we interviewed felt there was a 1-in-4 (25%) chance of being victimized by a data breach in any given year. After implementing Delinea's PAM solution, collectively, the four customers we interviewed felt there was now a 1-in-10 (10%) chance of being victimized by a data breach in any given year.

#4: Reducing the Cost of Privileged Account Management Support

Delinea's PAM solution dramatically reduces time spent on PAM support costs, including discovering, tracking, managing, provisioning, and deprovisioning privileged accounts (both human and service accounts). This also includes performing tasks, such as password management, monitoring anomalous behavior, and operationalizing tasks, such as multi-factor authentication (MFA). The four companies we interviewed collectively reduced the quantity of hours spent on PAM support tasks by 73% by using Delinea's PAM solution.

For a complete listing of ROI inputs and a breakdown of all ROI calculations, consult Table 2 within this report.

Disclosures

Readers of this report should be aware of the following:

This study is commissioned by Delinea and produced by CyberEdge Group. It is not meant to be used for competitive analysis. CyberEdge makes no assertions with regard to how Delinea compares to its competitors.

All Delinea customers interviewed by CyberEdge have reviewed and approved the content in this report prior to publication by Delinea. They also reviewed and validated the Microsoft Excel-based ROI calculator that was used to compile ROI statistics for each of them.

CyberEdge makes no assumptions as to the potential ROI that other current or future Delinea customers will achieve. CyberEdge strongly advises readers of this report to form their own opinions regarding actual or potential ROI in consultation with Delinea.

Delinea reviewed this report and provided feedback to CyberEdge, but CyberEdge maintained full editorial control over the report and its findings. All ROI statistics depicted in this report are derived from interviews with actual Delinea customers.

Table of Contents	Executive Summary	Customer Spotlights	Key Challenges	Key Economic Benefits
Key Intangible Benefits	Conclusion	Research Methodology	About Our Sponsor	About CyberEdge Group

Appendix 2: About Our Sponsor

About Delinea

Delinea is a leading provider of Privileged Access Management (PAM) solutions for the modern, hybrid enterprise. The Delinea Platform seamlessly extends PAM by providing authorization for all identities, granting access to an organization's most critical hybrid cloud infrastructure and sensitive data to help reduce risk, ensure compliance, and simplify security. Delinea removes complexity and defines the boundaries of access for thousands of customers worldwide. Our customers range from small businesses to the world's largest financial institutions, intelligence agencies, and critical infrastructure companies.

Defining the boundaries of access

Enterprises have been redefined by digital transformation. They face increasingly complex environments and an expanding number of identities that lead to more challenging privileged access requirements for securing an expanded threat landscape. Organizations need PAM solutions that address modern complexity challenges but are simple enough to adopt successfully with minimal disruption.

We believe the opposite of complex isn't simple – it's seamless

Delinea's solutions are designed to be invisible to the user while being easy to own and operate for IT and security teams. Whether in the cloud or on-premise, Delinea's solutions are readily customizable, scalable for growth, and powerful enough to secure your organization no matter its PAM maturity.

The first vendor to extend PAM across the modern enterprise

The definition of PAM needs to evolve to meet today's IT complexities, proven by the increase in cyberattacks. Delinea believes organizations should treat all users as privileged users who want seamless, secure access, even as administrators want privileged access controls without excess complexity. Extended PAM ensures scalability by treating identity as the common thread for authentication and applying policy-based authorization controls to meet Zero Trust and least privilege best practices.

About CyberEdge Group

Founded in 2012, CyberEdge Group is the largest research, marketing, and publishing firm dedicated to serving the cybersecurity vendor community. CyberEdge is known for its Key Economic Impact Reports, its series of Definitive Guide™ books and eBooks, and its annual Cyberthreat Defense Report. Today, approximately one in six established cybersecurity vendors is a CyberEdge client.

CyberEdge has cultivated its reputation for delivering the highest-quality research reports, white papers, and custom books and eBooks in the cybersecurity industry. CyberEdge research has been featured by business and cybersecurity media publications alike, including *The Wall Street Journal*, *USA Today*, *Forbes*, *Fortune*, *NPR*, *SC Media*, *DARKReading*, *CIO Magazine*, and others.

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