

• ACCESS MANAGEMENT OBSERVABILITY · DATADOG

Strengthening Privileged Access Management **Visibility** & **Governance** with Datadog

5,500+

Successful projects delivered

175+

Global customers served

1,000+

Technology professionals

Advanced

Datadog Partner



Executive Summary

THE OPPORTUNITY

As privileged access environments grow, managing access is only part of the challenge. Organizations running privileged access management (PAM) systems need more than access control — they need clear visibility into how privileged **accounts, safes, and sessions** are actually used. This customer had strong access management through CyberArk PAM, but lacked deep insight into how users, accounts, safes, applications, and privileged sessions were being used day to day.

Using Crest Data's CyberArk PAM integration and Datadog monitoring solutions, inventory data, audit activity, and Privileged Session Manager (PSM) events were centralized and correlated within Datadog. Crest Data then built dashboards that turned this data into operational insight — surfacing inactive accounts and safes, usage patterns, and session activity. The result was a **unified observability view** that improved access visibility, supported governance decisions, and identified unused assets for cleanup and license optimization.



About the Customer

The customer is a leading global alternative investment management firm with a strong presence across North America, Europe, and Asia-Pacific. The organization manages multi-strategy investment portfolios spanning fundamental equities, systematic investing, macro strategies, private credit, and venture capital.

With thousands of employees and investment teams worldwide, the firm operates in a highly data-intensive, performance-driven environment — requiring scalable, secure, and resilient technology operations to support real-time decision-making and global financial operations.

CUSTOMER PROFILE



INDUSTRY

Alternative Investment Management

FOOTPRINT

North America · Europe · Asia-Pacific

ENVIRONMENT

Multi-strategy portfolios at global scale

FOCUS

Privileged access visibility & governance

Although the customer had CyberArk PAM deployed, visibility into how privileged assets were **actually used** was limited. Inventory data showed what existed in the environment — but not how objects were used, which were inactive, or which were used most. These gaps made it difficult to use CyberArk data for ongoing monitoring, governance review, and investigation.



Inventory data without enough context

Data for users, safes, applications, and accounts showed **what existed** — not how it was used, which objects were inactive, or which were used most often.



No correlation between activity and CyberArk objects

Teams needed to connect audit activity to users, safes, and accounts — e.g. which accounts were **inactive 30+ days**, which safes had little activity, and who owned frequently-used accounts.



Limited visibility into privileged sessions

Little insight into **Privileged Session Manager (PSM)** events: what session events occurred, who performed them, and how activity changed over time.



Raw data, not actionable insight

Simply pulling PAM data into Datadog wasn't enough — the customer needed **dashboards that turn raw data into operational and governance insight**.



No flexible investigation

Different teams needed to slice the same data by **time, user, safe, account, and event type** — without building a new report each time.



The Proposed Solution

DATADOG DASHBOARD SERVICES

Crest Data implemented its **CyberArk PAM integration** alongside specialized Datadog dashboard development services to provide a centralized observability layer over the customer's privileged access environment. The goal wasn't just to bring data into Datadog — it was to make that data useful, combining inventory data, audit logs, and PSM events into one complete view of privileged access activity.



Inventory Visibility

01

Collected key CyberArk inventory — **users, safes, applications, and accounts** — into a structured view inside Datadog, creating the reference foundation for all further analysis.



Monitoring

02

Correlated dashboards surfaced how access was used: users and safes with **no activity in 30 days**, and frequently- vs rarely-used accounts — supporting cleanup, governance, and PAM license optimization.



Audit Visibility

03

Ingested CyberArk **audit logs** to build activity-based views — which accounts were active, which safes were accessed, which users drove activity, and how patterns changed over time.



Privileged Session Insights

04

Extended visibility into **Privileged Session Manager** activity — what session events took place, who performed them, and how session behavior evolved over time.

CORRELATED DASHBOARDS BUILT 9 WIDGETS



Users with No Activity (30d)



Safes with No Activity (30d)



Safe Access & Action Summary



User Activity Breakdown



Safe Access Over Time



PSM Events



PSM Activity by Users



PSM Events Over Time



PSM Event Details



Outcomes & Success Metrics

VISIBILITY · GOVERNANCE · SCALE



Centralized Visibility

- Created a **single view** for CyberArk inventory data, audit activity, and privileged session events.
- Gave teams one place to analyze users, safes, accounts, and session activity.
- Reduced dependence on disconnected data views and manual review.



Improved Incident Response

- Easier to investigate privileged access by linking inventory with audit and session events.
- Clear view of **who used which accounts**, what activity took place, and how patterns changed.
- Improved day-to-day visibility into privileged behavior across the environment.



Audit & Governance Support

- Turned CyberArk data into actionable insights for **access review and governance**.
- Identified unused or low-usage accounts and safes for cleanup and **license utilization**.
- Improved traceability — what actions occurred, who performed them, and when.



Scalable Operations

- Reusable dashboards that support **multiple teams and use cases**.
- Filter and investigate data without building separate reports each time.
- A scalable model to expand Datadog dashboards and CyberArk visibility as needs evolve.

4

Core observability areas delivered

9

Correlated dashboards built

3

Data sources unified in Datadog

1

Unified observability view



About Crest Data

ADVANCED DATADOG PARTNER

Crest Data is a data and AI-driven technology solutions provider specializing in **Cybersecurity and Observability**. As an **Advanced Datadog Partner**, we help enterprises modernize operations through scalable Datadog dashboard development services, integrations, migrations, and insight-led observability solutions. With **1,000+ professionals**, **5,500+ successful projects**, and **175+ global customers**, we turn complex data into actionable insights, improved visibility, and secure operational growth.

TURN PAM DATA INTO INSIGHT

Ready to strengthen access visibility & governance?

Talk to our experts about Datadog dashboard development and CyberArk PAM observability — centralizing inventory, audit, and session data into one governed, actionable view.

Talk to Our Experts →

crestdata.ai/solutions/datadog



SCAN TO EXPLORE

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