[Solution Brief]

Accelerate and Scale Application Onboarding into PAM with SDG's NHID Factory

OVERVIEW

SDG's **Non-Human Identity (NHID) Factory** is a purpose-built accelerator designed to simplify, standardize, and scale the onboarding of applications to **CyberArk PAM and Secrets Management**. Traditional onboarding approaches are manual, inconsistent, and resource-heavy — often leading to delays, errors, and compliance risks.

The NHID Factory redefines this process with an **industrialized factory model** that integrates automation, governance, and repeatable patterns to deliver **faster onboarding, reduced operational risk, and lower total cost of ownership (TCO).**

By leveraging the NHID Factory framework, enterprises achieve:

- **2x Faster Onboarding** – Move from ad-hoc integrations to predictable, scalable onboarding sprints.
- **50% Reduction in Effort** – Automation and standardization minimize manual work and rework.
- **Consistent and Repeatable Integrations** – Pre-defined integration patterns with pre-approved decision trees result in repeatable and verifiable implementations.
- **Future-Proofed Operations** – Enable consistent integration of both traditional and DevOps applications (both on-premise and cloud-based) into CyberArk PAM.

CHALLENGES IN TRADITIONAL CYBERARK ONBOARDING

Modern enterprises face multiple barriers when onboarding large volumes of applications to PAM platforms:

1. **Discretionary and Inconsistent Decision-Making**

   In typical onboarding projects, critical technical decisions — such as selecting the right integration pattern, authentication model, or onboarding method — are often made case by case. This creates confusion, delays, and endless debates.

   The NHID Factory replaces these subjective calls with non-discretionary, rules-based decision trees that apply "if/then" logic to guide every scenario. This ensures consistent, rapid, and defensible decisions while eliminating time-consuming discussions.

2. **Manual and Error-Prone Processes**

   Each application requires bespoke configuration, workshops, and coordination. Manual handling increases cycle time and error rates.

3. **Lack of Standardization**

   Different teams and environments lead to inconsistencies in configuration, documentation, and validation, complicating operations.

4. **Resource Constraints**

   Application and PAM teams operate with limited bandwidth; onboarding hundreds of apps strains both project and support capacity.

5. **Limited Visibility**

   Without centralized dashboards or standardized tracking, program leaders struggle to monitor progress or identify bottlenecks.

6. **Governance Gaps**

   Manual processes often skip compliance validation steps, leading to potential audit and control risks.

7. **Change Management Complexity**

   Application teams must update code, remove hardcoded credentials, and adopt new authentication models — all of which require coordination and guidance.

SOLUTION: THE NHID FACTORY FRAMEWORK

The **NHID Factory** introduces a **repeatable, scalable, and automated** onboarding model aligned to CyberArk Secrets Management best practices.

It orchestrates the full lifecycle — from qualification and planning through onboarding, validation, and deployment — supported by defined roles, templates, and automation tools.

Factory Operating Model

Phase	Objective	Key Deliverables
1. Qualify	Assess and prioritize applications for onboarding using the Qualification Assessment Questionnaire (QAQ).	Approved onboarding list, selected onboarding method.
2. Schedule	Align onboarding waves with NHID release capacity and application readiness.	Signed-off onboarding plan and schedule.
3. Prepare	Conduct data-gathering workshops, configure NHID components, and validate non-prod integration.	Completed onboarding data sheet, connectivity validated.
4. Validate	Execute test cases, troubleshoot issues, and confirm CyberArk integration.	Validation sign-off, defect-free configuration.
5. Deploy	Migrate configurations to production and complete go-live validation.	Production deployment approval, onboarding completion report.

This **factory pipeline** transforms onboarding from a project-based exercise into a **repeatable business-as-usual (BAU) process**, reducing dependencies on individual expertise.

NHID FACTORY CAPABILITIES

1. **Automated Qualification & Intake**

   Structured intake process and QAQ templates enable rapid qualification and prioritization of onboarding candidates.

   Stakeholders can easily assess readiness and determine the right onboarding method (e.g., CP, CCP, Conjur, or Push).

2. **Standardized Data Gathering**

   Repeatable onboarding data sheets and workshops ensure accurate capture of integration data, minimizing rework.

3. **Configurable Onboarding Paths**

   Multiple onboarding methods — agent-based (CP), agentless (CCP, Conjur), or push — provide flexibility for diverse environments while maintaining security.

4. **Governance & Control Integration**

   Centralized approval workflows, sign-offs, and storage in the repository ensure traceability and compliance alignment.

5. **End-to-End Visibility**

   Dashboards track progress across waves — showing onboarding velocity, app readiness, and capacity utilization for continuous optimization.

6. **Seamless Integration with CyberArk Secrets Management**

   Built-in templates accelerate configuration of safes, accounts, credential providers, and authentication mechanisms, ensuring consistency across applications.

KEY BENEFITS

- **Faster Time-to-Value**

  Accelerated onboarding reduces project durations from months to weeks, helping security programs demonstrate value quickly.

- **Reduced Cost and Effort**

  Automation, standardized templates, and reusable patterns cut manual labor and rework costs by up to 50%.

- **Improved Quality and Compliance**

  Every onboarding follows a validated, auditable process ensuring consistent adherence to CyberArk and enterprise governance standards.

- **Operational Scalability**

  Enables lean PAM teams to handle onboarding at enterprise scale without increasing headcount.

- **Enhanced Security Posture**

  By systematically removing hardcoded credentials, rotating secrets, and ensuring application identity validation, the NHID Factory strengthens overall cyber resilience.

DIFFERENTIATORS

SDG's NHID Factory goes beyond simple onboarding — it's a **strategic enabler for Non-Human Identity Lifecycle Management.**

Unlike ad-hoc or service-only models, the Factory delivers:

- **Repeatable Playbooks and Templates** – Accelerate onboarding and reduce dependency on SMEs.
- **Automation-Ready Framework** – Designed for future orchestration with CyberArk APIs and DevOps pipelines.
- **Cross-Functional Alignment** – Integrates seamlessly across AppDev, PAM Ops, Network, and Security Governance teams.
- **Continuous Improvement Loop** – Lessons learned from each wave feed into optimized blueprints for future onboarding.

ABOUT SDG

With more than 30 years of experience partnering with global enterprises on complex business and IT initiatives, SDG is a trusted provider of advisory, transformation, and managed services. The firm empowers organizations to strengthen cyber resilience by integrating AI into identity, threat, and risk management solutions that protect digital assets and deliver measurable business value. To learn how SDG's NHID Factory can help your organization, visit SDGC.com or call us at +1 203.866.8886.

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