

London Borough of Waltham Forest Extends Entra ID Security Controls to All Privileged Admin Users with Silverfort



The London Borough of Waltham Forest is a local government authority in the UK responsible for providing a number of services for the local community, including social care, schooling and education, waste collection and roads. They are committed to fostering inclusive growth, supporting local businesses, and enhancing the quality of life for all residents.

The Challenge: MFA Protection for All Active Directory Users

- MFA protection for all privileged admin accounts
- Limited visibility into user authentication flows
- Rapid procurement of a solution that works with Microsoft

The Results: Extending Entra MFA to On-Prem Environments

- MFA protection implemented on all on-prem environments and admin users in a few hours
- Complete visibility into all user authentication flows
- Bridged all on-prem users and policies to Entra ID



BASED
Greater London Area, UK



INDUSTRY
Local Government



EMPLOYEES
3,000



ENVIRONMENT
On-prem Active Directory, Entra ID, Privileged Admin Accounts, and Legacy Applications

The Challenge

Needed to Strengthen Identity Security Posture Across the Borough

After ransomware attacks targeted a number of schools in the borough, the London Borough of Waltham Forest was contacted by a specific school to help understand what had happened and assist the school with their recovery.

“Some schools were targeted with cyberattacks in June last year, and we were asked to assist one of them in recovering and understanding what happened. We quickly determined that corporate admin credentials had been compromised by malicious actors who ran a phishing campaign to obtain access to user credentials. The findings identified that the school had a major security gap with their admin-privileged accounts with regard to MFA,” said Lee Humphreys, Infrastructure Security Architect at London Borough of Waltham Forest.

Drawing from their experience working with the school, Waltham Forest knew they needed to improve their identity security posture.

“Based on an internal security review, we identified that while we had good security controls around our cloud infrastructure and services, we also had a weakness regarding MFA protection for our on-premise privileged admin accounts.”

Understanding the identity security challenges in their environment, this accelerated the search for a solution to meet the Borough’s security needs. “Due to the large number of admin accounts that are used by our technology support staff, we became very focused on protecting individuals rather than just the applications they utilize. This required us to also protect specific authentication protocols, which our privileged admins were using. This new focus highlighted the need for an identity security solution that would help us apply MFA protection to our privileged admin users,” added Humphreys.

Finding the Right Identity Security Partner

As an enterprise Microsoft 365 and Azure customer, Waltham Forest sought a security solution that would integrate seamlessly with their existing Microsoft suite.

“From an identity perspective, we are heavily onboarded into Entra MFA, and we were specifically looking for a solution that would allow us to extend it to our on-prem Active Directory.”

"This led our Microsoft Cyber Security Specialist to recommend Silverfort to solve our non-cloud identity security needs. Silverfort demonstrated how they could help us extend Entra MFA to our on-prem environment and we decided to run a 14-day POC."

After observing Silverfort's identity security capabilities in action within their environment, the Borough realized they wanted to integrate Silverfort into their security stack.

"As a result of a smooth POC and my creation of a business use case report for our senior management to approve, we received approval to purchase Silverfort via the Azure Marketplace," explained Humphreys.

"Procurement through the Azure Marketplace was easy and the deployment of Silverfort was quick and simple, rapidly resolving the security threat."

The Solution

Quick Deployment Leading to Extending Entra MFA to On-Prem Environments

After deploying Silverfort into their production environment and applying access policies to their privileged admin accounts, the Borough have experienced a nice return on their investment.

"It's amazing how simple it was to deploy Silverfort – it only took a few hours to get up and running," stated Humphreys. "Shortly after we configured and applied five MFA policies for our admin accounts, we could see through the Silverfort logs that every admin was required to authenticate with Entra MFA to access any on-prem resource."

"As a result of Silverfort, our admin users are protected with strong MFA controls, and we are closely monitoring any malicious use of authentication protocols."

In addition to extending Entra MFA to their privileged admin users, Waltham Forest is also using Silverfort's Windows Login capabilities.

"We also deployed the Silverfort Windows Login MFA feature which has been of great value for us. The Silverfort Windows Login provides the best authentication experience, as it makes the overall authentication process more seamless and intuitive," said Humphreys.

Successfully Bridged On-Prem Resources Policies to Entra ID

To ensure consistency across its entire environment, Waltham Forest wanted to extend the Entra ID security controls across all on-prem policies.

"We configured and deployed Silverfort's bridging capabilities to extend Entra ID controls to our on-prem environment, which has helped us strengthen our overall security posture."

By successfully bridging their on-prem and cloud environments, the London Borough of Waltham Forest is pleased to have all their user logs and authentication details in one place.

"By utilizing Silverfort's bridging feature, we are now receiving all identity-related logs, including Active Directory logs, in one single pane of glass, making it possible for service desk staff to look at log-on events in one place. This has been extremely useful and is another significant benefit of the Silverfort platform," Humphreys said.