



## REDUCE COMPLIANCE AND AUDIT SCOPE



### Sagenet uses SDP to simplify PCI compliance and reduce audit preparation.

#### Background

SageNet designs, implements, manages and protects fast, secure and reliable networks that empower organizations to achieve their core business objectives. SageNet's integrated network infrastructure, dedicated personnel and innovative products and services suite have set the standard for managed network services. Combining longstanding traditions of industry leadership, innovation and a passionate commitment to customer support, SageNet manages communications at more than 160,000 locations. The company's customer base represents many of the nation's leading retail, healthcare, financial and energy companies, as well as public utilities, state lotteries and government agencies.

#### Requirements

Hosting and supporting credit card processing equipment in a multi-tenant, colocation data center requires securing, managing and auditing both customer and system admin access to customer systems. SageNet wanted to differentiate from other managed PCI network solutions partners by reducing the scope of PCI and streamlining the audit processes. In short, they wanted to balance the often-conflicting security, compliance and user access requirements. They challenged Appgate to work together to enable their customers to:

- Support end-to-end encryption between users and managed devices
- Broadly deploy multi-factor authentication and eliminate shared credentials
- Enable detailed logging of user access and activities
- Leverage role and attribute-based access control to network services
- Create fine-grained network segmentation and reduce the scope of PCI audits
- Eliminate security issues including jump host, shared accounts and weak authentication

#### The Solution

SageNet leverages Appgate SDP, enabling them to adopt a software-defined perimeter (SDP) approach that delivers highly granular access control and detailed logging of user access and activities to efficiently feed audit request data needs. Appgate SDP provides dynamic, user-centric access control, creating an individualized network segment of one, based on simple policies.

The context-aware security platform ensures that users can only access those network services and applications to which they're specifically entitled—via a secure, encrypted tunnel between users and authorized network resources. Everything else on the network is invisible and unreachable. SageNet, leveraging Appgate SDP, offers clients reduction in PCI scope, overall effort and cost of their PCI audits.

#### INDUSTRY

Managed PCI network solutions provider

#### CHALLENGES

Differentiate from other managed PCI network solutions by providing:

End-to-end encryption between users and managed devices

Multi-factor authentication to eliminate shared credentials

Detailed logging of user access and activities

Role and attribute-based access control to network services

Fine-grained network segmentation

#### SOLUTION

Appgate SDP

#### BENEFITS

Reduced PCI scope by more than 50% reduction in time and effort required to collect infrastructure and system information

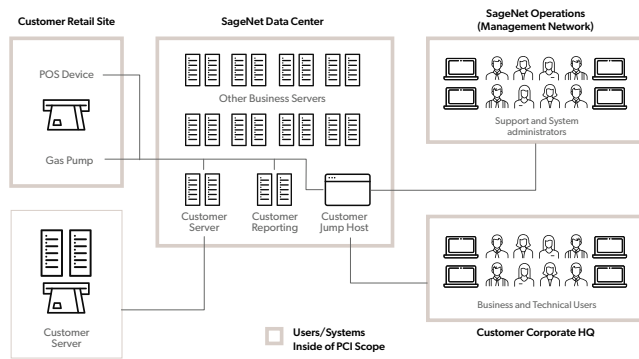
Reduced time to onboard new customer cardholder data environments from three weeks to two days

Streamlined audit process

Improved security with a software-defined perimeter solution

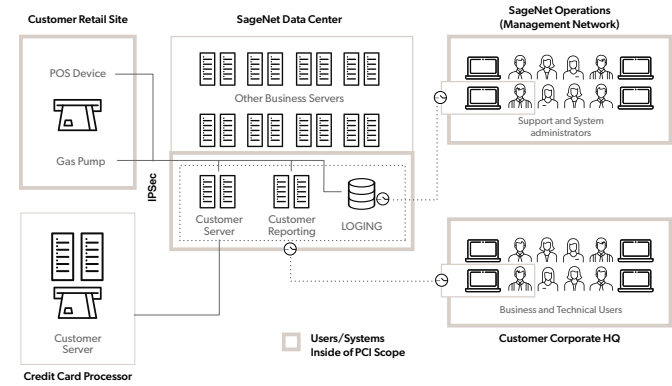
Turned new security approach into a service offering that generates new revenue for the business

## Without Appgate SDP



**Figure 1:** Shows what the SageNet environment would look like if Appgate SDP were not deployed. This theoretical client utilizes a shared account on a jump host, with single-factor authentication, to access their servers and retail devices. The client's business and technical users directly access the reporting system hosted in the SageNet data center. As a result, a very broad part of the infrastructure is in scope for a PCI audit.

## With Appgate SDP



**Figure 2:** Shows the environment if the same client utilizes the SageNet environment with Appgate SDP deployed. It provides secure access for both SageNet and the client's employees. The overall security of the network is significantly improved—strong authentication per-user access—and simplified with the elimination of the jump host. Deploying Appgate SDP also provides operational savings, by reducing the scope of the PCI audit. Because Appgate SDP controls network access, both the SageNet operations and the client's corporate systems are removed from the PCI audit scope.

## Conclusion

SageNet solve PCI DSS problems and improved security, saves time and money with Appgate SDP.

PCI audits are reduced in scope; reducing the time and effort required to collect infrastructure and system information by more than 50%. In addition, onboarding customer cardholder data environments were reduced from three weeks to two days.

Finally, this secure network access solution has been packaged into a value-add service that SageNet's customers can purchase. This has created a new and growing revenue source for the business, initiated and enabled by the security team.

## About Appgate

Appgate is the secure access company. We empower how people work and connect by providing solutions purpose-built on Zero Trust security principles. This people-defined security approach enables fast, simple and secure connections from any device and location to workloads across any IT infrastructure in cloud, on-premises and hybrid environments. Learn more at [appgate.com](https://appgate.com)