



MEDIA COMPANY ENABLES SECURE ACCESS TO CONFIDENTIAL DATA FOR WFH EMPLOYEES

Secure access challenges created by pandemic overcome with proven Zero Trust Network Access that delivers protected connectivity, quality remote user experience.

Background

The firm serves highly competitive clients for whom protection of intellectual property (IP) is paramount. Because VPN-based access to corporate resources wasn't granular enough, the company didn't permit employees to work from home. Then, the pandemic hit, and it was either find a solution or go out of business.

Challenges

The company's existing VPN didn't provide the precise control or necessary scale to meet the company's new reality:

- An employee working on a project for client A couldn't see projects associated with client B due to switching from "almost no one works from home" to "almost everyone works from home" essentially overnight meant the number of users exceeded VPN
- Early days of work-from-home (WFH) limits revealed significant user experience issues, resulting in large volumes of IT trouble tickets

Requirements

Recognizing the limits of VPN, the company knew they needed a Zero Trust Network Access (ZTNA) solution that could:

- Deliver "very strong security"
- Provide exceptionally precise control over which employees can access which corporate resources
- Support hundreds of WFH employees
- Be implemented extremely quickly

"The onboarding process is clean and easy...users do love it!!"
- Director of technology

Solution

After a thorough assessment, the company implemented Appgate SDP, an industry-leading ZTNA solution, to enable secure remote access for all employees while protecting client IP.

"We needed to find a real secure way to allow our creative workers to do what they needed to do without jeopardizing IP. That's how we went to Zero Trust and Appgate. After understanding it better, we'll use Appgate as the way to get to everything." - Director of technology

RESULTS

Provisioning time disappeared, dropping from 30 minutes to "virtually instantaneous"

Trouble tickets calls were reduced by 99%.

Performance improved 100% by enabling by supporting more simultaneous users

Enabled 300+ employees to work from home, more than double the number the old VPN allowed

Leadership scored Appgate SDP a 10 out of 10 rating for its strategic importance to enabling Zero Trust and WFH initiatives

ABOUT NEMERTES

Nemertes is a global research-based advisory and consulting firm that analyzes the business value of emerging technologies. Since 2002, we have provided strategic recommendations based on data-backed operational and business metrics to help enterprise organizations deliver successful technology transformation to employees and customers. Simply put: Nemertes' better data helps clients make better decisions.

Learn more at nemertes.com

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.