



# FINANCIAL SERVICES FIRM EMPOWERS DEVELOPERS

**At this 1,500-person financial services firm, manual authorization was impeding developer access to the tools and applications needed to do their jobs. Implementing Appgate SDP enabled the company to quickly, easily and precisely manage access.**

## Background

This financial services firm found its manual authorization process was slowing down their developers by delaying access to necessary resources. With an increasing reliance on cloud-based resources as part of a wider digital transformation, the company looked for a Zero Trust Network Access (ZTNA) solution that could empower developers to succeed.

## Challenges

- Manual authorization process became a performance bottleneck and occupied 2.5 full-time employees
- Developers could not access the tools and applications they needed, impeding their ability to work efficiently
- Security incidents associated with remote access were unacceptably high

## Requirements

Looking to enable their developers and further the digital transformation effort, the company looked for a ZTNA solution that would allow them to:

- Precisely control DevOps access to cloud-based resources
- Replace the manual authorization process with a highly automated approach
- Strengthen the organization's security posture

***"[The] experience for developers has dramatically gone up... now people say Appgate is easy!" - Sr. information security engineer***

## Solution

After a thorough assessment, the firm implemented Appgate SDP to empower its DevOps team. Subsequently, they also used Appgate SDP as the foundation for the switch to a 100% work-from-home model.

***"It improves operational efficiency. In our old posture, we were unable to resource the review and approval process when developers were connected. We would have needed two to three full people; now it is just one-tenth of my time."***  
***– Sr. information security engineer***

## RESULTS

Improved developer experience and efficiency

Stronger security stance, with a 50% reduction in incidents

96% reduction in provisioning time, speeding up developer access and allowing reallocation of IT resources

The firm's self-assessed digital transformation maturity jumped significantly from a rating of two out of 10 to six out of 10

Enabled unexpected shift from 20% to 100% remote workforce during the pandemic

## 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](https://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](https://appgate.com).