appgate | CONVOSO™

CONVOSO REPLACES HARDWARE VPN WITH ZERO TRUST NETWORK ACCESS TO ENABLE SCALABLE SECURE NETWORK ACCESS

SaaS innovator turns to Appgate SDP for fast deployment, simple policy and entitlements configuration and easy user onboarding

Background

Convoso is the industry leader of omnichannel contact center software for sales and lead generation teams. Since 2006, the Los Angeles based company has continuously innovated its cloud based dialer solution to help outbound call centers drive profitability while supporting compliance with TCPA and other regulations.

Challenges and Requirements

In 2020, like many organizations Convoso moved to a work-from-home model and this swing required the company to rethink its secure remote access solution.

"We went from a few remote users using our VPN to a sudden shift that had everyone working at home, which made the existing VPN solution a management nightmare," said James Sharp, senior network engineer at Convoso.

The problems started with quality of service. The default setup was to tunnel all traffic to the VPN endpoint at the corporate office. All application usage and video conferencing saturated the 100mb datalink. Once Sharp fixed that, he realized there were "many other problems."

The outdated legacy solution presented increasing issues such as physically needing to go to the office to fix the VPN if it went down. "The active appliance died a couple times and the passive wouldn't pick up. I had to hoof it over to the office to reboot boxes," said Sharp. Hardware-based VPNs also require manual configuration with every new user. Often, the new user client didn't work due to new version releases and users couldn't change their own passwords, resulting in a lot of manual work.

These issues were the catalyst for one of the company founders to look for a different secure remote access solution. Convoso wanted to replace its "nightmare" solution with one that:

- Deploys quickly and easily
- Requires minimal administration
- Provides employees and third-party vendors access to only specific services
- Has the ability to be extremely granular with entitlements "without having an insanely complex list with lots of exceptions and one offs"
- Delivers an integrated solution in one client that works with every everything
- Eliminates downtime and need to reboot due to redundant architecture

Solution

Every IT department loves to see a quick deployment timeframe when implementing a new solution to its environment. This was especially true with Convoso's experience when deploying Appgate SDP, an industry leading ZTNA solution. "We were able to push it to the initial users within two weeks," commented Sharp.

Once quickly deployed, Appgate SDP:

- Easily accommodated different policies and entitlements for different Convoso teams and third-party contractors
- Scaled seamlessly, dynamically and automatically
- Improved end user experience from deployment to use

INDUSTRY

Contact Center as a Service (CCaaS)

USE CASES

VPN replacement

Third-party access

Secure DevOps

CHALLENGES

Sudden shift of 100% of employees working from home, up from 5%

Fast growing company with limited IT staff

Difficult and time consuming to configure hardware VPN

Network downtime

BENEFITS

Quick and easy solution deployment

Saved time and frustration with smooth end-user onboarding

Simple to configure policies, conditions and entitlements for all users, devices and workloads

Boosted employee productivity and satisfaction with easy, fast frictionless connectivity to applications

Reduction in help deck tickets

> *"Appgate SDP saved time and hassle since it was easy and quick to roll out. The entitlements are very straightforward and make a lot of sense. Day to day, I don't have to touch it! And the end-users are pleased with the experience."*
>
> *James Sharp, Senior Network Engineer at Convoso*

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 t appgate.com