

# LEADING BIOTECH FIRM REPLACES VPN WITH ZTNA TO SECURE ACCESS TO BUSINESS-CRITICAL APPS AND SENSITIVE DATA

**Clinical-stage precision medicine company lays foundation for Zero Trust journey with Appgate SDP**

## Background

Leveraging cutting-edge technologies and a deep understanding of biological processes, this industry-leading therapeutics company is dedicated to unraveling the complexities of diseases at the molecular level. Its proprietary platform accelerates the identification and design of novel therapies, fostering a new era in precision medicine. Committed to pushing the boundaries of scientific exploration, the company operates with a mission to transform the landscape of healthcare by delivering targeted and effective treatments.

## Challenges and Requirements

The biotech firm faced persistent challenges securing connections across an IT estate that included physical lab environments, office networks and cloud-based systems. The lack of visibility into user access was a considerable concern for the IT team. Its existing VPN solution was cumbersome, costly and lacked the required flexibility for the company's evolving needs. Additionally, the company wanted to shift from traditional network architecture that relied on static firewalls to a dynamic, role-based approach to secure connections to its resources.

## Solution

Managing access based on dynamic policies from a single source of truth was a key requirement that led to the company deploying Appgate's comprehensive universal Zero Trust Network Access (ZTNA) solution. Appgate SDP's role-based access control and the ability to assign user access based on attributes enabled easy adaptation to job function or department changes. This ensured precise access levels and reduced the risk of outdated privileges. Before Appgate SDP, the IT team had to manually set up access to different groups of resources for new users. In many cases the new user required additional support from the help desk. With Appgate SDP's dynamic policy assignment, user onboarding processes were streamlined resulting in an 80% decrease in trouble tickets.

Appgate SDP also provided the ability to identify and monitor user access to sensitive resources and applications via simple searches on user activity, destination and time occurrences. This real-time reporting means the biotech firm's security team can promptly detect unauthorized access, understand the entitlement triggering for each instance and proactively refine access controls based on risk.

***"Appgate seamlessly integrated with our existing systems, provided granular control over access, and adapted to changes in real-time. Partnering with Appgate has transformed our access security from a cumbersome task into an agile and efficient process, allowing our team to focus on strategic initiatives with the confidence that our network is as secure as possible."***

***– Head of Information Security***

The adoption of Appgate SDP resulted in a more secure, flexible and cost-effective access control solution. The biotech firm reduced costs associated with support staff and ticket resolution, security operations and incident response by 30%. The dynamic access control functionality improved efficiency, reduced access-related issues and enhanced the user experience. As the company continues to develop new therapies, Appgate SDP ensures secure user access throughout business-critical systems and applications.

## USE CASES

VPN replacement

Secure privileged access to physical lab networks

IP overlap

## RESULTS

Alleviated significant IT admin time required to manage user access

- Reduced help desk tickets by 80%
- Increased user access management efficiency by 25%
- Decreased troubleshooting access-related issues by 30%

Accomplished a substantial 30% reduction in operational IT-related expenditure

Reduced risk through real-time monitoring, control and reporting

## 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. Appgate helps organizations and government agencies worldwide start where they are, accelerate their Zero Trust journey and plan for their future. Learn more at [appgate.com](https://appgate.com).