



CASE STUDY

OVERBURDENED VPN REPLACED BY APPGATE SDP TO STRENGTHEN PERFORMANCE, USABILITY AND SECURITY FOR FULLY REMOTE WORKFORCE

ONE COMPATH taps Appgate partner TechMatrix Corp. to implement leading Zero Trust Network Access solution

THE BUSINESS

ONE COMPATH, Co., Ltd., a group company of Toppan Printing Co., Ltd., is a digital media business that delivers applications focused on digitally innovating daily life. The company, established in 1997, launched Japan’s first internet map search application, Mapion. In April 2019, ONE COMPATH became Mapion Co., Ltd., and its applications now include Mapion, Japan’s largest electronic flyer application; Shufoo!, the gamified walking application aruku & and Kajidore, a housekeeping services comparison application targeting families busy with work, housework and childcare.

THE CHALLENGE

In Spring 2020, all ONE COMPATH employees transitioned to work from home under government-mandated emergency shutdowns caused by the COVID-19 pandemic. ONE COMPATH quickly realized its existing VPN remote access system couldn’t scale to meet network security and performance requirements exacerbated by increased demand.

Suddenly, the company had nearly two times the number of anticipated remote workers. And connecting to the VPN required an 11-step process, which took several minutes to complete each time. And, according to Mr. Hiroshi Abukawa, Manager, “the OS used by some of our engineers and designers was not compatible with our VPN environment, so we had to use a remote desktop connection from another terminal to access our internal computers. All of these issues forced us to review our remote work environment.”

Because the maintenance period for ONE COMPATH’s existing VPN was due to expire in 2021, the company decided to revamp its remote access infrastructure and began the search for a solution that could meet its evolving security and networking requirements.

“At first, we considered replacing the existing VPN with a new one. But due to cost and our unique need to connect to our parent company’s network—as well as the desire to dynamically control access to internal resources that weren’t particularly secure—we decided a VPN would not meet our requirements, so we looked for a different solution,” said Mr. Noritaka Namiki.



INDUSTRY

Digital media, consumer applications

CHALLENGES

Legacy VPN couldn’t scale to meet sudden influx of remote workers

Legacy VPN required 11-step process to log in

Company engineers using Mac OS Catalina that was not compatible with legacy VPN

VPN technology could not meet new secure remote access requirements of company

SOLUTION

Appgate SDP

BENEFITS

Improved user experience: one-step connection

Significant reduction of IT manhours to configure authentication and authorization settings

Increased confidence in connecting to the company’s network

Reduced stress for fully remote workforce

It was during this discovery phase that ONE COMPATH team engaged Tokyo-based TechMatrix, a leading information infrastructure and applications service company and a trusted Appgate partner provider for Japan.

THE SOLUTION

After a competitive review, Appgate SDP was chosen due to its flexibility, cost efficiencies and ability to meet ONE COMPATH's unique needs. In addition, as a trusted advisor, TechMatrix brought extensive migration support to ONE COMPATH as it moved from its outdated VPN to the modern secure access solution delivered by Appgate SDP.

Specifically, Appgate SDP was the clear choice for ONE COMPATH because:

- It included a log monitoring mechanism from the start
- It had the ability to freely customize specifications and number of instances even within a virtual appliance framework
- It delivered the ability to set up authentication and authorization settings that were much more flexible than a VPN
- It was the only solution that did not require ONE COMPATH to place additional components on its parent company side to connect to the network
- It was the most cost-effective solution

“The cloud services we had been using relied heavily on existing VPNs, so the migration took some planning and testing to determine optimal sequences for authentication and authorization, which is one of the advantages of SDP,” said Namiki. “Because they are an Appgate partner, the TechMatrix support team is very knowledgeable about Appgate SDP and they helped us in many ways, including getting any questions promptly answered by Appgate, which, of course, is an overseas vendor for us. Through these interactions, our confidence in TechMatrix also grew.”

THE RESULTS

By choosing Appgate SDP backed by TechMatrix support, ONE COMPATH reaped the following benefits:

- Access to the company's internal network, which used to require 11 steps when using VPN, is now a simple matter of users logging into a PC and connecting in a matter of seconds
- Access to the VPN router is no longer concentrated, the line speed has doubled and network disconnection during use has virtually disappeared
- The ability for flexible configuration of authentication and authorization settings, which was previously a difficult task that required a high number of management man-hours
- Increased confidence in connecting to the company network and reduced stress for a fully remote-work employee base

Notably, when ONE COMPATH conducted an employee survey following the Appgate SDP launch in December 2020, approximately 80% of respondents stated usability had improved and 94% stated that the network was no longer disconnected.

ONE COMPATH now has a highly flexible authentication and authorization infrastructure and its next goal is to create a more seamless and convenient work environment. “In the past, we have tried to maintain and improve security through education and our environment, but we feel there is a limit to how much we can advance solely relying on our employees' IT literacy that varies based on job type. Further enhancements, such as mobile device management and biometric authentication, will ensure our security strategy does not depend on the work location, network or user knowledge. We continue to use TechMatrix to support us in various ways while maintaining the current level of technical support service for Appgate SDP,” said Mr. Abukawa.

ABOUT APPGATE

Appgate is the secure access company that provides cybersecurity solutions for people, devices, and systems based on the principles of Zero Trust security. Appgate updates IT systems to combat the cyber threats of today and tomorrow. Through a set of differentiated cloud and hybrid security products, Appgate enables enterprises to easily and effectively shield against cyber threats. Appgate protects more than 650 organizations across government and business. Learn more at [appgate.com](https://www.appgate.com).

ABOUT TECHMATRIX

TechMatrix provides two main businesses. The first is the Information Infrastructure business, where TechMatrix provides cutting-edge integration services for information infrastructure technology that will drive technological innovation in the cloud computing era. The second is the Application Services business, where TechMatrix harnesses state-of-the-art software technology to provide applications reflecting best practices in areas where clients are facing issues. In the financial field, TechMatrix have accumulated knowledge and expertise in the financial services industry by specializing mainly in market & credit risk management, ALM (Asset Liability Management), valuation of complex securities and derivatives using financial engineering techniques. For more information, visit www.techmatrix.co.jp/en/.