



# MEDIA COMPANY ENABLES SECURE ACCESS TO CONFIDENTIAL DATA FOR WFH EMPLOYEES

**Secure access challenge 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, but the existing VPN lacked such precision
- Switching from "almost no one works from home" to "almost everyone works from home" essentially overnight meant the number of users exceeded the limit of the existing VPN
- Early days of work-from-home (WFH) 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 the necessary 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

*"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 almost eliminated (99.2% reduction)

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 10/10 rating for its strategic importance to enabling Zero Trust and WFH initiatives

## NEMERTES REAL ECONOMIC VALUE

Nemertes' Real Economic Value study independently evaluated the business and operational impact of Appgate SDP, an industry-leading ZTNA solution

Through detailed interviews with technology professionals who use the product to provide granular, dynamic access to enterprise resources, Nemertes has quantified the real-world benefits and improvements Appgate SDP has brought to these organizations. Access the full report [here](#)

## 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 that provides cybersecurity solutions for people, devices and systems based on the principles of Zero Trust security. Through a set of differentiated cloud and hybrid security products, Appgate enables global enterprises and governments to easily and effectively shield against cyber threats. Learn more at [appgate.com](https://appgate.com).