

**NERMETES REAL ECONOMIC VALUE CASE STUDY**

# HIGH-TECH FIRM IMPLEMENTS ZERO TRUST SECURITY STRATEGY

A high-tech firm needed to implement Zero Trust to expand internationally; a hard perimeter was impeding its growth and inhibiting its 3,000 employees' productivity. Appgate SDP was chosen to deliver VPN-less secure access to cloud resources for everyone from the CEO on down.

## BACKGROUND

Under the team's five-year strategic plan, implementing a Zero Trust cybersecurity strategy was in sight as the solution to many problems. They viewed Zero Trust Network Access (ZTNA) as the only way to ensure secure access for internal users in overseas countries (e.g., China), as well as external users such as suppliers and partners. They also needed to provide all employees with the access to resources needed to do their jobs.

## CHALLENGES

Severe limitations with its legacy VPN solution included:

- A hard perimeter that impeded growth and employee productivity
- Limited visibility and control over networks, applications and users
- Lengthy provisioning time due to operations performance
- Lengthy end user login (2 mins.)
- High help desk trouble ticket incidents (100/day)

## REQUIREMENTS

Looking to expand secure network access internationally, the company targeted ZTNA as the only way to:

- Limit access by resource or employee location
- Control third-party access for suppliers and partners
- Build a roadmap and deliver on its overall Zero Trust strategy

**When it was time to select a ZTNA product, the company's technology leaders were unpleasantly surprised. It was "bitterly disappointing" to discover that among 30 to 40 products claiming to instantiate Zero Trust, only a few delivered.**

## SOLUTION

After a thorough assessment, the firm implemented Appgate SDP, an industry-leading ZTNA solution, to enable VPN-less secure access for all employees and partners, regardless of location.

**"In six months, we went from the biggest 'hate IT' around help desk and login issues to 'Thanks for getting us Appgate!'"**

## RESULTS

- Reduced provisioning time by 93.3% (from 30 days to 12 hours)
- Decreased login time from two minutes to 30 seconds
- Help desk trouble ticket resolution from 100 per day to "basically none," a 99% improvement
- Overall improved digital transformation stance from a four to a nine out of 10, an improvement of 125%
- Appgate SDP was rated "critically important" (10/10 rating) to Zero Trust initiative
- A 90% increase in WFH workers from pre-COVID-19 to the post-COVID-19 era (in 2022 and beyond); and Appgate SDP makes that possible

## NERMETES 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. Appgate protects more than 650 organizations across government and business.

Learn more at [appgate.com](https://appgate.com)