

Deploy teleworking very quickly to implement the BCP (Business Continuity Plan)

Challenge:

- > Ensure BCP: allow agents whose jobs have been identified as essential to continue working from home in a secure manner
- > Guarantee user comfort: find exactly the same user experience as at the workplace

Solution:

- > Systancia Workroom

Benefits:

- > Ensure business continuity in complete security
- > Guarantee the same user experience
- > Manage all external accesses to the IS



Systancia Workroom allowed us to meet our business continuity challenges by deploying teleworking for 92% of our agents within 2 days. They find the same user experience as at their workplace: they access their RDS desktop with all their tools and can therefore carry out all the tasks from their personal workstation, without constraints and in complete security.

Emmanuel Periaux
Information System Manager



The challenge

The Public Housing Office (PHO) of Metz Métropole, a social landlord, provides housing for 1 out of 5 people via its 13,000 social housing units managed by Metz Métropole area. 280 employees work within this organization, a third of whom are local agents, in the heart of the neighborhoods.

The Information Systems Division (ISD) acts as a facilitator within the Metz Métropole PHO and strives to meet the digital needs of each employee. Their working environment is composed of a thin client allowing each agent to access their office remotely (RDS). This environment improves the user experience by creating a secure bubble (no need to open USB or other ports) with all the tools available to employees so that they can carry out their tasks without constraints.

The lockdown decided in March 2020, caused by the Covid-19 pandemic, led the Metz Métropole PHO to deploy its Business Continuity Plan (BCP), which had identified professions for which they were obliged to guarantee work continuity. In other words, they had to allow agents to telework.

The solution

The Metz Métropole PHO already had a project to provide a secure remote connection for employees who were likely to telework. An SSL VPN solution had therefore been deployed on some of the PHO's computers. But faced with the impossibility of providing a computer to all the agents who had to telework, the IT Department therefore looked for a solution that would allow agents to access their remote desktops from their personal computer at home to continue to carry out their daily tasks.

A quick benchmark of the different solutions led the IT Department to choose Systancia Workroom, a ZTNA (Zero Trust Network Access) solution. This choice was mainly due to the CSPN certification issued by ANSSI, which attests to the reliability, robustness, and impermeability of the solution to external eyes to ensure the security of external access to the IS. The fact that the solution is in SaaS mode and therefore quickly and easily deployable was another argument in favor of Systancia Workroom. The final argument was the tool's ease of use, which was quickly adopted by employees.

Systancia Workroom allowed the company to go beyond the objectives set out in the BCP, since within a few days 92% of agents were able to telework. At the beginning of 2020, the Metz Métropole PHO had benefited from the free product offer during the lockdown period and then decided to continue to use the solution after implementing an internal telework charter.

The ISD also decided to deploy Systancia Workroom to secure some of its service providers' connections to the Information System.

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Ensure business continuity in complete security

The deployment of Systancia Workroom was completed in 2 days, at the end of which the Metz Métropole PHO was able to ensure the continuity of its activities, since 92% of agents were able to telework. From their personal computer at home, they could access their remote desktop and only this one.

Unlike an SSL VPN, which gives access to the entire network, Systancia Workroom, a ZTNA solution, manages access to applications based on the user's identity and the roles and authorizations allowed by the applications, while checking the compliance and integrity of the workstation connecting to the company network.

Guarantee the same user experience

Agents are now used to work on portals such as Systancia Workroom, which facilitates the acceptance of the solution according to Emmanuel Periaux, Information System Manager. Via this portal, customized with the organization's charter, they access their remote desktop, i.e. all their business applications and resources, and can carry out all their tasks with the same ergonomics and performance as if they were in their offices.

Since some of the PHO's employees use Mac personal devices, it was important that the solution be multi-platform. This is one of the reasons why the ISD of the Metz Métropole PHO chose Systancia Workroom, as Emmanuel Periaux attests: *"It's very complicated to use seclP or SSL VPN on Mac devices, especially when you don't have the control on the machine and you're managing it remotely. Systancia's solution addressed this problem by allowing us to deploy it very easily, independently of the operating system."*

In addition, the integration of Systancia Workroom with Active Directory allows employees to keep the same authentication method on Systancia Workroom as on their session, making the use of the solution transparent for them.

Manage all external accesses to the IS

Beyond its security advantages (access authorization management at the application level and not at the network access level, ability to know who logged in to which resources, etc.), the ZTNA is also operationally more functional than the VPN. Therefore, the ISD has decided to rely on Systancia Workroom to manage providers' access to the IS.

Emmanuel Periaux emphasizes the benefits of the ZTNA over the VPN on this subject: *"When a service provider accesses the IS via a VPN, he closes his session. He is on the customer's IS but no longer has access to his local resources. The advantage of Systancia Workroom is that this partitioning is done by the Gateway, which means that local resources remain available to the user who can access both systems, but in a partitioned manner. There are no exchanges between both systems; they are sealed and allow operations to be carried out on one system while keeping control of the other."*

About Systancia

At Systancia, we value ingenuity to innovate. We blend application virtualization, cybersecurity and artificial intelligence to create unique, award-winning and certified solutions. Behind every workplace, there is a person who deserves to be empowered and trusted. This is our belief and our goal. This is why hundreds of public and private organizations choose Systancia, to unlock the potential of everyone, in full trust. With all our R&D in France, we sell our application virtualization (VDI), private access (ZTNA), privileged access management (PAM) and identity and access management (IAM) solutions across the globe, with our valued partners.