



MEDIA ONE HOTEL

Deploying secure remote access
to all employees in one day
to face Covid-19 crisis

Challenges:

- > Enable employees to access their applications from home using their own personal computers
- > Ensure the security of remote accesses to the information system

Solution:

- > Systancia Workroom Session

Benefits:

- > Ease of use and rapid deployment
- > Automatic pairing with directory
- > Secure access from any device and any network



The star feature of this product was that it made our Legacy application, SQL application, web applications and file directories available remotely without involving any 3rd party application vendors for support. For the end users experience, the access was very easy and quick from any of their devices (iOS, Android, Windows, etc.) to access their work content on the go. No client installation or app was required on their laptops, tablets, or phones as it is all web-based. The integration with our active directory allowed users to access all their required systems in one go, without needing multiple passwords or links.

Mahmood Ahmed
Head IT Operations



Challenges

Media One is a lifestyle hotel located in Dubai just minutes away from Dubai Marina and in the heart of Dubai Media City. This independent hotel has a wide offering of Restaurants and bars with a team of around 150 employees across various different guest facing and back of house departments. The IT department takes care of roughly 160 devices of which a large number of those are desktops.

Within the hotel there are a wide variety of different systems that are in use from HR to finance as well as front office and the restaurants. In line with the remote working during the midst of the lockdown Mahmood needed a solution to ensure that the hotel back of the house departments, those with desktops, still have access to their systems from home on their own laptops. As safety is always the number ONE priority to protect the data Media One could not allow anyone to access their application unless a secure remote access solution was in place.

The solution had to be BYOD-compliant and as some applications are a little outdated, Mahmood Ahmed, Head of IT Operations at Media One did not want to open up a VPN tunnel for everyone's private devices as this could lead to a security breach.

The solution

When the covid-19 crisis started and the lockdowns were announced, Mahmood Ahmed, head of IT operations at Media One hotel was on the lookout to support the team with a remote access solution which was safe and could be accessed by the private computers of the ones at home.

This is when the Systancia Workroom sessions drew Mahmood's attention, as the product features a ZTNA (Zero Trust Network Access) solution which is more secure than a traditional VPN solution. On the basis of the above he chose to implement this for all employee's hotel wide.

Ease of use and rapid deployment

Once the decision to deploy Systancia Workroom Session was made, everything was quite straightforward according to Mahmood Ahmed: “By the end of the day, we were able to remotely access to all the applications and the next day I sent out a note to my company with the URL link”. Users were then able to access their applications from any device, with the same password they use on their computer.

Being web-based, Systancia Workroom Session was easy to deploy for the IT department as no client installation was required on users’ devices and users comprehended very quickly how to use the solution, accessing it from their personal computer, tablet or smartphone. The easiness of use of the solution made it very appealing for non-technical people. Some employees have decided to continue Systancia Workroom Session to access to their business applications even when they got back to the office.

Automatic pairing with the directory

These ease of deployment and ease of use are directly related to the automatic pairing with the directory. The IT department didn’t have to send out an email to each user with new credentials. All users could connect to the applications for which they have access authorizations, no more, no less.

This automatic pairing with the directory was also a guarantee of rapid adoption of the solution by all users. It didn’t change much of their daily routine when connecting to their device, the access being made through a browser, any operating system (Android, iOS, Windows, etc.) could be used.

Secure access from any device and any network

Systancia Workroom Session is first and foremost a cybersecurity product. If any access were given to employees from their home, using their own device and connecting from their personal network, it had to be secure. Unlike VPN which provides access to a network, a ZTNA solution provides access to an application or a resource, allowing a granularity of access.

Among other things, the ZTNA will allow a very precise conformity check, much more granular than the one through a VPN. It also enables a better traceability as the ZTNA allows to know who logs in to which resources (when the VPN only allows to know who logs in but once a person is connected, there is no information about his or her actions). All these security features were important for Mahmood Ahmed given this very particular context.

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 deliver our application virtualization (VDI), private access (ZTNA), privileged access management (PAM) and identity and access management (IAM) solutions across the globe, through our valued partner network.