



Provide employees with the opportunity to work from home and secure access for service providers

Challenge:

- > Provide employees with the opportunity to work from home
- > Secure access for service providers

Solution:

- > Systancia Gate

Benefits:

- > Ease of use for employees working from home
- > On-demand teleworking solution
- > Improvement of the security of access for remote maintenance personnel
- > Highly responsive support



Systancia Gate allowed us to implement teleworking very quickly for our employees who appreciate the ease of use of this product. Our IS division was convinced by the security of this ZTNA solution. We avoid the pitfalls of the VPN by giving our remote maintainers limited access to selected IS resources. This was not possible with our previous solution.

Virginie Debar
Systems Engineer



The challenge

With a total of 22 municipalities and more than 250,000 inhabitants, the Grand Nancy Metropolis has a very wide range of missions, from water management to roads, part of the public transport system and public lighting. Within the metropolis, the Information Systems Department, composed of around 50 persons, is in charge of various missions, including the infrastructure and applications management, SaaS or on-premise, mutualized or not. On a day-to-day basis, the ISD manages 3,200 active users spread over 220 network sites.

After the Macron Ordinance of 2017 which made the rules on teleworking more flexible, the Human Resources Department wanted to be able to offer the Metropole agents the opportunity to work from home. It therefore asked the ISD to implement a solution that would allow remote access to their working environment. The solution had to be rapidly deployable since it was first mentioned in January 2018, and the teleworking solution was expected to be operational on March 1st.

The solution

The Grand Nancy Metropolis chose the Systancia Gate private network access solution (ZTNA). Initially, they wanted to test it for one year with 12 people from different services. The platform was implemented in half a day, at first in cloud mode at Systancia, to guarantee a very rapid deployment. As the tests proved positive, both for teleworking agents and for their managers, they decided to deploy Systancia Gate more widely. Today, 200 persons benefit from secure remote access, including 21 remote maintainers who previously accessed the Metropolis' IS via PPTP (Point-to-Point Tunneling Protocol), a solution that may be compromising for the security of the information system.

In the future, the number of users is expected to increase. The Grand Nancy Metropolis continues to offer more agents the opportunity to work from home and provides the Systancia Gate solution to the different member communities: 8 local communities are already using Systancia Gate to implement teleworking. In addition, the OTP double authentication feature will soon be tested for a service for which IS security is considered to be critical.

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On-demand teleworking solution

For Virginie Debar, Systems Engineer within the IS Division of the Grand Nancy Metropolis, the main advantage of the solution is its ease of use: *"We were looking for simplicity at launch. For an ordinary user, there is nothing simpler than logging in from a web page. It is like you log in to your email account."* This ease of use is particularly reflected by a unique access window to applications.

By providing selective on-demand access to IS resources, Systancia Gate allows the IS division to manage both teleworking and mobile users in a very simple manner via a single platform.

This *"à la carte"* resource management is also possible for remote maintainers who previously had access to all IS resources once they were connected.

Improvement of the security of access for remote maintenance personnel

The ISD decided to deploy this zero-trust private network access solution to also manage access for its remote maintainers, which offers major added value in terms of security thanks to the partitioning of resources. The PPTP protocol does indeed have the pitfalls of the VPN, particularly in terms of access, since the VPN gives access to a network, unlike the ZTNA, which gives access to selected applications / resources. In terms of traceability, the VPN is less precise since, while it is possible to know who is connected, Systancia Gate will specify to which resources the user is connected. In addition, the fact that the solution is certified by the ANSSI (National Cybersecurity Agency of France) was also very appreciated by the ISD. IPdiva Secure, now Systancia Gate, has in fact received the CSPN certification (First Level Security Certification) issued by the ANSSI for the identification, authentication and control of external access to the IS. This certification is a guarantee of reliability, robustness and impermeability to ensure the security of external access to the organizations' IS.

Highly responsive support

Another important aspect for Virginie Debar is the reactivity of the support. This is all the more important as teleworking is becoming more and more popular for employees. Systancia Gate has now become a critical application: *"As Systancia support is very responsive, we know that in the event of a problem, we will immediately have a contact person who will take charge of our request and keep us informed regularly. This relieves us of stress"*.

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.