

The background of the page is a photograph of pine branches covered in a thick layer of snow. The branches are dark green and have small, brown pine cones. The snow is bright white and covers most of the branches. The overall tone is cool and wintry.

An Industrial Equipment Manufacturer Secures Remote Access to Target Devices with PrivX OT Edition

Background

Customer information

- Industrial equipment manufacturer
- Provider of operational technology (OT) services
- +30k customer devices
- +15k employees
- Operations in around 50 countries

The customer is a leading global manufacturer of industrial equipment with more than 100-year-long history in the industry. The business operates in around 50 countries worldwide with the support of more than 15 000 employees.

Along with the extensive experience in the field, the company is keeping up with the latest trends and technology available. Therefore, as part of their services, the business also offers remote maintenance of their operational technology (OT) devices, which amount to a total of more than 30,000 devices across various customer environments. This poses a challenge for the company, as they must ensure secure remote access to the devices for their maintenance engineers.

Lack of access management functionality and transparency = increased risk of a data breach

The company's own infrastructure is fairly complex, and on top of that, they need to manage remote access to customers' environments that include cloud, customer facilities, and hybrid environments. To secure the connections between their own and customers' infrastructures, they use multiple protocols, including SSH, RDP, and VNC.

The customer previously managed all the connections via a combination of VPN- and firewall-based security controls. However, soon they realized that their security controls lack the functionality and granularity they need, which was putting the business under an increased risk of cyberattacks and data breaches. Additionally, their prior solution lacked transparency and proper auditing capabilities, which made it difficult to follow compliance and security regulations.

Thus, the customer decided to find a new, lean, and easy-to-use solution that would help them secure and manage their remote access. Their requirements were clear – the solution must be easy to use for their maintenance engineers, must provide an extensive insight into the access management, and must offer comprehensive auditing features.

Just-in-time (JIT) and just enough access (JEA) with PrivX OT

The customer had a well-defined vision. Thus, when they learned about SSH's PrivX OT Edition solution, they knew that all their requirements will be met.

Functionality

PrivX manages access between the various customer's environments, including the cloud, customer facilities, and end-target OT devices. All done through one centrally managed system. Moreover, the customer's access control processes can be highly automatized. Like this, they can reduce the need for manual maintenance, increase operational efficiency, and decrease costs.

Granularity

The maintenance engineers now have access to thousands of target devices in a fast and secure way. They are granted just enough access (JEA) in just-in-time (JIT) fashion. The level of access is restricted to the least access needed for the task at hand, which provides exactly the granularity that the customer needs, but VPNs and firewalls cannot provide.

Transparency

Additionally, PrivX offers improved verification process to identify and authenticate users. All access can be secured with multi-factor authentication (MFA) and role-based access control (RBAC), but without the end users seeing or handling any vaulted secrets. Thanks to the added security features, the customer can easily create audit trails, track sessions, and even record sessions.

Summary

A global industrial equipment manufacturer provides maintenance services of their OT devices that are part of various environments, including the cloud and on- and off-premises. Therefore, the company needs to ensure and manage thousands of secure remote connections to end-target OT devices.

Their previous solution (VPN- and firewall-based) lacked granularity, functionality, and transparency and posed a security risk for the customer. Now, they use PrivX OT Edition to manage their role-based remote access.

The PrivX OT solution is secure, accountable, and easy to use for the maintenance engineers. It provides the customer with a centralized management system that ensures increased, layered security. The system also provides improved verification capabilities to identify and authenticate users. Additionally, the customer can create audit logs and audit and monitor maintenance-related sessions through optional sessions recording.



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