Cyolo

CASE STUDY

HOW RAPAC ENERGY SAVES WEEKS OF WORK BY SECURING THEIR OT SYSTEMS WITH THE CYOLO SECURE ACCESS PLATFORM

A leading power plant operator, Rapac Energy, was looking to provide secure access to their operational technology (OT) and SCADA systems for external suppliers, global support teams and customers. The new solution had to provide multiple security features that comply with stringent requirements, both regulatory and directed by Rapac Energy's CISO.

Rapac Energy's network is isolated and disconnected from the public internet, but employees need to connect with external global support teams and customers. Rapac partners with Siemens Energy service teams in Germany, Italy and the Czech Republic. These teams provide online support to the power plants. In addition, Rapac's customers need visibility into the plant's data, for example to monitor their levels of electricity consumption.

This need became especially pressing during the early days of the Covid-19 pandemic. Support teams that previously flew in from Europe to visit the plants on-premises were grounded. Yet, Rapac Energy's operations team still required a continuous line of communication with them and the ability to work simultaneously. The solutions they were using in the meantime, like video calls, were slow and unreliable. Actions and changes took days instead of seconds.

In these circumstances, Rapac's network security access requirements were both external and internal: including features like two-factor authentication (2FA) before entering the network, and auditing and session recording inside the network.

CHALLENGES

- A single secure access solution to meet all needs
- Secure access to OT and SCADA systems
- Recording and auditing capabilities
- Secure access for third parties and customers (e.g. Siemens Energy)
- One tool for remote connection to employees, third party suppliers and customers
- One tool that provides a secure solution for both IT and OT
- Simple usage and management

SOLUTION

- Unique zero trust secure access OT and SCADA
- Secure zero-trust access for global third parties
- Monitoring, auditing and user management abilities

OUTCOME

- Hundreds of happy global users connecting securely
- Hundreds of thousands of dollars saved
- Improved security posture while ensuring an awesome user experience
- Business continuity, especially during the Covid-19 period

AN AGILE VPN REPLACEMENT FOR SECURE REMOTE ACCESS

Rapac Energy had used a VPN in the past, but access was slow, usage was bulky, and employees were less than fully satisfied. Prior to discovering Cyolo, Rapac's CISO believed he would have to build the solution he needed from multiple applications and systems that he would string together. From his past experience, he knew this could create a lot of friction and would be very difficult.

A SIMPLE AND COMPLETE SECURE ACCESS SOLUTION

Cyolo was chosen as a single complete, comprehensive, and simple solution for Rapac Energy. Cyolo ensures secure remote access from Rapac Energy's isolated networks to external users, including global support teams and customers. Notably, Cyolo is also used internally to ensure zero-trust access between systems and applications for employees.

Rapac Energy's system cannot be connected to the internet for security and compliance reasons. Regulations require 2FA authentication, recording abilities, and control over each connection. This is where Cyolo's true value is revealead. The external support teams and users connect to Rapac Energy's external network through a VPN. From the external network they pass through Cyolo, where they are authenticated. Only devices and identities that have been authorized enter Rapac Energy's network. No tunneling takes place and no other incoming traffic enters the isolated network.

RAPAC USES CYOLO'S MANY FEATURES FOR A VARIETY OF NEEDS

NEW APPLICATIONS
Admins can build and operate new applications for systems in five minutes.

REQUESTING ACCESS
Users can clearly view which applications they have access to. If they need access to another app, they can easily request access.

PROVIDING ACCESS
Admins can quickly and easily manage user access and policies to connect employees to applications. The process is quick and easy, and the employees are satisfied, ensuring business continuity.

MONITORING
CISOs and security managers use Cyolo's dashboard to get a clear view of metrics. They monitor logins, user locations, app usage, access logs, and more.

AUDITING AND RECORDING
The recording of any users can be accessed and viewed. For example, they can view which actions the support member from Germany did inside their system.

SECURE SIGN UP
Cyolo's 2FA was set to ensure only authorized users can enter the network. Zero trust is used to ensure the security of the internal systems and apps as well.

EASY USAGE
Cyolo is accessible through a web app. This is simple and convenient. Employees are exhilarated about being able to connect through a URL link

> "No solution gives me so much control and security like Cyolo. It's everything I need in one solution."

- Shlomo Kamilyan, CIO, Rapac Energy

QUICKEST IMPLEMENTATION IN RAPAC HISTORY

The entire implementation process, including systems training and cyber supporters at Rapac Energy, took only one day. This was the shortest implementation Rapac Energy had ever experienced. User training for remote work took place via a clear and concise email.

HAPPY GLOBAL USERS AND HUNDREDS OF THOUSANDS DOLLARS SAVED

Cyolo is deployed globally among a large number of users. These include third parties, customers and employees, who enjoy the security of zero trust access to Rapac Energy's network, without affecting business continuity. Cyolo is used on a daily basis among users, who report high levels of satisfaction and ease of use.

By implementing Cyolo, Rapac Energy was able to save hundreds of thousands of dollars. Instead of buying multiple systems, **Cyolo provides an all-in-one solution**. The need for international flights has been cut significantly. Weeks and months of work have been reduced into minutes. In addition, the ease of use ensures all Rapac Energy's employees and partners use it, significantly improving the company's security posture.

ABOUT CYOLO

Cyolo enables privileged remote operations by connecting verified identities directly to applications with continuous authorization throughout the connection. Purpose-built for deployment in every type of environment, Cyolo's secure access solution combines multiple security functions required to mitigate high risk access, including zero-trust access for users and devices, MFA for the last mile, local IdP capabilities, credentials vaulting, secure file transfer, supervised access, session recording, and much more into a single, cost-effective, easy to deploy, and user-friendly platform.

Consolidate your security stack and experience the power of seamless and secure operations across any application in any environment, from critical infrastructure to cloud.

Request a demo to learn more:

https://cyolo.io/demo

> **"The Cyolo team is doing a great job building a comprehensive security solution that is very easy to use."**
>
> **Shlomo Kamilyan**
> CIO, Rapac Energy