A £27 Billion Charitable Foundation Provides Support with Secure, Locked-Down Access to Virtual and Cloud Servers

UK Firm Reduces Cost and Improves Security with Agentless Remote Server Access

wellcome

NO. OF EMPLOYEES

1,200

LOCATION

London, UK

MISSION

Wellcome supports science to solve the urgent health challenges facing everyone

CHALLENGE

Wellcome needed to enable about 100 third-party professionals with secure access to virtual servers so they could provide maintenance and support. The previous solution could not provide pass-through authentication, instead storing credentials on a single machine and creating a serious security risk.

SOLUTION

Wellcome deployed Keeper Connection Manager, which is an agentless, Zero-Trust secure remote access solution. Keeper Connection Manager provided pass-through authentication, improved ease-of-use and extremely granular permissions control.

BENEFITS

Wellcome eliminated the security risk and gained both more fine-grained control over third-party permissions and more robust auditing options, all at a lower price.

Wellcome is an independent charitable foundation that supports scientific research to solve the urgent health challenges facing everyone funded by a £27 billion investment portfolio. Their digital and technology team supports more than 1,200 users and works with about 100 third-party users who provide support and maintenance for the IT assets on which users rely. Most of these assets are in the form of virtual servers, some of which are located in the cloud.

Wellcome needs to provide these third-parties with secure access that's limited to only the assets they support. However, the remote access solution they were using was not only expensive and complex, but also didn't meet Wellcome's standards for security.

Specifically, the solution stored user credentials on a single device, which posed a serious security risk. Wellcome wanted pass-through authentication to eliminate this risk, but many of the vendors did not provide this capability. Wellcome also wanted to lock down file sharing to ensure that third-parties

didn't send proprietary information to unauthorized individuals. And they needed detailed audit information on each session to document that no one ever has unauthorized access to sensitive systems.

In the process of searching for a better remote access solution, Wellcome found that Keeper Connection Manager provided everything they required, including reliable support.

Keeper Connection Manager: More Secure, Easier to Use at a Lower Cost

Keeper Connection Manager is an agentless, secure remote access solution that's designed to be much easier to deploy on the back end, and it comes with frequent updates that enable new capabilities and enhancements.

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> **Glyptodon [now Keeper Connection Manager] not only solved the security problems we were facing, they also provided a much more flexible platform that's easier for the end-user.**
>
> – Samantha Horsman, Platform Technology Manager, Wellcome

With Keeper Connection Manager, Wellcome was able to implement pass-through authentication, solving the primary security issue they had with their prior access system. But Keeper Connection Manager enabled much more than pass-through authentication — IT could also easily turn on multi-factor and use Active Directory for authentication. Further, file sharing was locked down by default (though it can be easily changed by IT), so Wellcome didn't have to worry about third-parties sharing data with unauthorized people.

What's more, Keeper Connection Manager gives IT extremely granular control over permissions. Wellcome can now lock down the environment precisely as they require for each vendor, ensuring that they have exactly the level of access they need — no more and no less.

"Keeper Connection Manager not only solved the security problems we were facing, they also provided a much more flexible platform that's easier for the end-user," said Samantha Horsman, Platform Technology Manager at Wellcome.

Unlike many proprietary remote access solutions, Keeper Connection Manager requires just a standard browser to access applications,systems and desktops. There's no client to install, and end-users can access applications, systems and desktops remotely from any device, including their smartphones.

"We are able to provide exactly the level of access that third-party support organizations require," said Samantha Horsman. "With Keeper Connection Manager, we can easily give 1-to-1 access to whatever vendors need instead of wider access to the entire platform or complicated setups on a case-by-case basis. We can monitor and control sessions in real-time, and there are lots of auditing options which enable us to capture all the information we need. After all of that, we also gained a more secure, more powerful access solution at a much lower cost; a key consideration in our role as a charitable foundation."

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Want to learn how Keeper Connection Manager can help your organization provide secure access to virtual servers, applications and desktops? Get in touch.

sales@keepersecurity.com

* All references to Glyptodon Enterprise, as the product was called at the time the case study was written, have been updated to Keeper Connection Manager, which is the current name.