



Food processing firm adopts Digital Workspace for **secure work from home**

Industry: Food Processing

It is a food manufacturing company established in the year 1962. With its extensive range of quality products, it is among India's fastest-growing processed food companies. Widely preferred and trusted by Indian consumers and several food companies, the company assures goodness in all its products. It is committed to providing consumers with only the best products that are made with a lot of love, persistently paying attention to the smallest detail that goes into making them and going that extra mile to ensure the best quality.



We took all possible measures to ensure safety of our workforce, while ensuring minimal disruptions to our business operations and services. It was critical to ensure that the transition to work from home didn't disrupt our services. With Accops Digital Workspace, we could ensure business continuity without worrying too much about data security, compliance issues or user experience. Now, we can securely serve our customers from anywhere, anytime, using any device and network, during pandemics or business as usual.

The Food Processing Company

Challenges

- Business risks posed by the unprecedented Covid situation and resultant operational hurdles
- Security and compliance concerns associated with allowing the office and factory users to work from their homes
- Poor user experience and hampered productivity due to the low bandwidth end-user networks
- High costs involved in setting up and managing a remote work infrastructure

Solution

- Application & desktop virtualization with zero trust-based remote access
- Role-based, contextual access
- Data leakage prevention, device health check and strict policy enforcement to beef up security
- Secure, read-only OS in a USB for securing BYOD access
- Bandwidth optimization in high latency networks to ensure high-quality performance

Benefits

- Seamless transition to WFH during Covid to ensure BAU
- TCO is 50% less compared to competitive solutions
- Mitigation of all security and compliance concerns associated with WFH
- Improved user experience and remote productivity
- Flexibility to use any endpoint, anywhere without compromising security



The company users were operating from their corporate office, branch offices, food processing and manufacturing facilities located across the country. Users from diverse departments like accounting, finance, production, and sales, accessed the ERP application – Microsoft Dynamics through an MPLS connection, for their day-to-day tasks. Microsoft Dynamics was hosted centrally in their head office data center.

Business requirements

- Seamless on-demand access to business apps
- Consistent high-quality UX in low-bandwidth networks
- Secure access from BYOD devices
- Strong and flexible endpoint security policies
- Strict data protection features to prevent unintentional data leakage

But as the Covid pandemic hit, they had to enable most of their employees to work from home. Delivering internal applications and data to a dispersed workforce posed a serious challenge. Also, inconsistent application response due to typically low internet bandwidth caused unpleasant experiences for their users and hampered their productivity. More importantly, the unprecedented situation made it difficult for the company to ensure the usual harmony between the factory functions and corporate office functions. Unintentional data leakage was also a major concern as critical sales and accounting data were accessed by remote users.

To avoid disruptions in business processes and customer services, the company looked for a foolproof solution that would enable its users to work from anywhere with secure access to internal business applications and corporate resources, delivering high performance and connectivity to its employees.

The business requirements included:

- Seamless remote access to business apps, & data from anywhere, anytime
- Ensure consistent app response and high-quality performance on low bandwidth
- Secure & instant remote access for BYOD users
- Enforce security policies; device lockdown, device health check, etc.
- Enable contextual access; publishing specific apps to a specific role
- Limit internet access to internal users
- Enable strict data leakage prevention features to ensure compliance



The Solution

Accops Digital Workspace

- HyWorks: Application and Desktop Virtualization
- HySecure: Zero Trust Application Access Gateway
- HyID: Identity & Access Management
- Accops Nano: Hardened Live OS in a simple pen drive

After evaluating multiple offerings from multiple competitors, the company found its answer in Accops Digital Workspace suite, an end-to-end solution to take care of all remote connectivity needs.

With Accops solution suite, which includes Application & Desktop Virtualization, Application Access Gateway, and Identity & Access Management, the company virtualized its internal corporate apps and enabled users to securely access them from their homes.

Accops provided a holistic ZTNA-based solution that would take care of all remote access, data security and data leakage concerns. The company was able to reinforce security and mitigate all data leakage and compliance concerns by using a combination of multiple security features - device health check of remote users in real time, binding users to specific devices, providing contextual access to specific applications based on users' roles and responsibilities, limiting access to the internet, etc. Their IT infrastructure team now focuses on productive work without constantly being bugged by security concerns.

Accops Nano provided additional value by enabling BYOD users to securely access corporate resources. Nano is a secure, read-only OS in a USB, which users needed to just plug-in and boot from any device, to access corporate resources. It provided a foolproof means of accessing corporate resources from BYOD devices.

The company was also able to smoothen and quicken the new user onboarding process, which resulted in improved business efficiency. The secure anytime, anywhere access of critical applications, combined with better bandwidth utilization and performance, improved their users' response time and operational efficiency. Lastly, it managed to avoid dependency on multiple vendors and cut down its TCO by about 50%.

Thus, with the help of Accops solution, the food producer reaped multiple business benefits while seamlessly tackling the challenges posed by the pandemic.