Kron

TECHNOLOGIES

Kron Transforms and Elevates Security Measures for Turkcell, Turkey's Leading Telco Provider

Turkcell Overview

- Founded and headquartered in Turkey.
- Large Telco Service Provider in EMEA.
- 10.000 employees.
- 40+ million subscribers.
- 4B+ USD annual revenue.

Turkcell is a digital operator headquartered in Turkey, serving its customers with its unique portfolio of digital services, managed services, managed security services, and cyber security services along with voice, messaging, data, and IPTV services on its mobile and fixed networks.

Turkcell Group companies operate in 4 countries – Turkey, Ukraine, Belarus, and Northern Cyprus. Turkcell launched LTE services in its home country on April 1st, 2016, employing LTE-Advanced and 3 carrier aggregation technologies in 81 cities. Turkcell offers up to 10 Gbps fiber internet speed with its FTTH services. The Turkcell Group reported TRY10,7 billion revenue in Q1-22 with total assets of TRY 75,3 billion as of 31 March 2022.

Turkcell is also the first and only Turkish company listed on the NYSE (New York Stock Exchanges).

Envisioning superior digital services for a better future, Turkcell strives to securely enrich the lives of its customers through a digitalization journey.

Challenges

A PAM solution was required as Turkcell needs access to its customers' critical systems and critical data to render its services. Turkcell works with corporations Operating 24/7, including digital broadcasting companies, government entities, banks, city hospitals, and more. Due to legal regulations and where the slightest interruption in services impose financial liabilities, the assigned importance to access control and continuous and indisputable logging is legitimate. Additionally, according to best cybersecurity practices, Turkcell must protect its customers' privileged accounts and devices by building a highly secure access management system.

Turkcell takes its obligations towards customers seriously

Turkcell needed a Privileged Access Management solution to manage its services through a single system and quickly onboard new customers. Being obligated to report to their customers the source of potential issues and act quickly in the face of adversities, Turkcell must keep all activity records indisputably, instantly monitor access and violations, and submit printed reports to their customers if asked.

Least privilege principle for unintended access

To further secure the system, Turkcell needed to manage the authorizations of admin users who have access to customer data and systems to grant them sufficient permissions to do their work - no more, no less. It was also crucial to change all passwords once users gain access to critical data to prevent any attacks in case of a security leak.

Device and Account Onboarding

Another requirement was an automatic synchronization of the PAM solution with Active Directory, allowing Turkcell admins to synchronize access information of customers, systems, applications, and authorized activities and perform Device and Account Onboarding efficiently.

Solution

Kron offered Turkcell its Multitenant PAM solution

Kron's Multitenant PAM allows Turkcell admins to define customers as tenants and utilize the complete set of PAM capabilities for each tenant independently and securely. Turkcell admins can enable PAM features differently for tenants. Admins can set Policy Management, Approval Management, Ensuring Trust Mechanisms according to customer needs, and even license customers separately and use the system based on the customers' desired resource utilization. Tenants can have their own Active Directory, CMDB integration, and SIEM integration within the multitenant PAM solution.

Working with multiple tenants simultaneously

Most importantly, Multitenant PAM has a prominent feature that allows Turkcell admins to work with multiple tenants simultaneously. Turkcell admins can connect to different devices concurrently and safely and perform different operations for different customers as tenants.

Result

Fast and secure onboarding

Kron's Multitenant PAM has allowed Turkcell to onboard customers quickly. Because Kron's PAM solution enables automatic integration with the customers' inventory systems, Turkcell's Device and Account Onboarding is now automized, saving admins a lot of time and effort. Customer onboarding has improved immensely, and Turkcell now initiates operations within a day.

Turkcell responds to cumstomers with indisputable reports

Multitenant PAM has further enhanced Turkcell's credibility, now that they can share with customers tamper-proof reports documenting the latest activities and root cause of issues in case of any interruptions.

Fully compliant and ready-to-use

Turkcell can now provide customers with an environment that is compliant with several regulations. The audit and compliance reports are ready to use in the Kron Multitenant product on a customer basis. Customers can access these reports from the dashboards or can export the reports to PDF.

Key Benefits

- ■ Increases productivity, speeds up new customer onboarding to customers with managed IT and security services
- ■ Unified and centralized Privileged Access Management for all customers in a multitenant PAM Solution
- ■ Multiple sessions are supported and indisputably recorded for each customer separately
- ■ Company-wide cybersecurity service with an effective Privileged Access Management solution
- ■ Easy to integrate IT and Security Eco-Systems for each customer

Gartner peer insight score
4.8/5
★★★★★

"*Amazon Multitenant PAM Solution!*
Fastest to deploy solution, provides agile development for our custom requests. Good at support and services, SLA compatibility is good"

★★★ Gartner peerinsights™

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