

Case Study

Krontech Transforms and Elevates Security Measures for a Leading Large Telco Operator in Turkey - with Multitenant PAM Solution

OVERVIEW

- Large Telco Service Provider in EMEA
- 10.000 employees
- 40+ million subscribers
- 4B+ USD annual revenue



ABOUT THE COMPANY

Our client is a digital operator headquartered in Turkey, offering its customers a unique portfolio of digital services as well as voice, messaging, data, and IPTV services on its mobile and fixed networks. The company operates in 4 countries - Turkey, Ukraine, Belarus, and Northern Cyprus. It launched LTE services in its home country on April 1, 2016, using LTE-Advanced and 3 carrier aggregation technologies

in 81 cities. With its FTTH services, it offers fiber Internet speeds of up to 10 Gbps. The company reported revenues of TRY 8.5 billion in Q1 221 from TRY with total assets of TRY 55.9 billion as of June 30, 2021. It has been listed on the NYSE and BIST since July 2000 and is the only NYSE-listed company in Turkey.

CHALLENGES

A PAM solution was required because the company needs access to its customers' critical systems and data to deliver its services. The company works with businesses that operate around the clock, including digital broadcasters, government entities, banks, municipal hospitals, and others. Due to legal requirements and in cases where the slightest

interruption of services results in financial liabilities, access control, and continuous and tamper-proof logging are of great importance. In addition, the company must protect its customers' privileged accounts and devices by building a highly secure access management system in accordance with best cybersecurity practices.

Our client takes its obligations to customers seriously

The company needed a privileged access management solution to manage its services through a single system and onboard new customers quickly. Because the company is obligated to notify its customers of the source of

potential problems and act quickly in the face of adversity, it must keep all activity records indisputably, monitor access and violations instantly, and provide printed reports to its customers upon request.

Applying the principle of least privilege to prevent unintended access

To further improve the security posture, the permissions of admin users who have access to customer data and systems had to be managed so that they had sufficient permission to do their jobs - no more, no less. It was also

important to change all passwords as soon as users gain access to critical data to prevent attacks in the event of a security leak.

Device and Account Onboarding

Another requirement was an automatic synchronization of the PAM solution with Active Directory, allowing the company's admins to synchronize customer, system,

SOLUTION

Krontech offered the company the Multitenant PAM solution

Multitenant PAM allows the company's administrators to define customers as tenants and utilize the complete set of PAM capabilities for each tenant independently and securely. They can set policy management, approval management, and trust mechanisms differently for each tenant according to customer requirements. The company can also license customers separately and use the system according to the customers' desired resource usage. Tenants can have their own Active Directory, CMDB integration, SIEM integration in the multitenant PAM solution.

Working with multiple tenants simultaneously

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

KEY BENEFITS

- Increases productivity, speeds up new customer onboarding to give managed IT and security service to the customers
- 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 cyber security service with an effective privileged access management solution
- Easy to integrate IT and Security Eco-Systems for each customer

application, and authorized activity access information and perform device and account onboarding efficiently.

RESULT

Fast and secure onboarding

Krontech's Multitenant PAM has enabled the company to quickly onboard customers. Because Krontech's PAM provides automatic integration with customers' inventory systems, the company's device and account onboarding is now automated, saving administrators a lot of time and effort. Customer onboarding has improved tremendously, and the company can now be up and running within a day.

Responding to customers with indisputable reports

Multitenant PAM has further strengthened the credibility of the company as it can now provide its customers with tamper-proof reports documenting the latest activities and root causes of issues in case of interruptions.

Fully compliant and ready-to-use

The company can now provide its customers with an environment that is compliant with several regulations. Audit and compliance reports are ready to use in the Krontech Multitenant product on a customer basis. Customers can access these reports through the dashboards or export the reports in PDF format.



Gartner *peerinsights* score
4.9/5



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

Gartner
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