BeyondTrust

CASE STUDY:
CHRONOPOST

REMOTE ACCESS SOLUTIONS EXTEND SECURITY WHILE SAVING TIME AND MONEY

chronopost

Institution: Chronopost

Location: France

Size: 3,800 employees

Product: Remote Support & Privilege Remote Access

Industry: Transportation & Logistics

Institution Snapshot

Chronopost is the leading national player in the express delivery of parcels from France to companies and individuals worldwide.

Chronopost serves 230 countries, made up of 99 sites in Metropolitan France, and the French overseas department which spans 12 hubs and a network of 19,500 proximity points (Chronopost branches, post offices and pickup points).

Their information system is built on Linux, and their employees use devices and machines on various operating systems including Android, Windows, and Linux.

Optimizing the customer support relationship

Chronopost's journey with BeyondTrust began in 2015 and continues to grow. In 2015, Chronopost was testing a number of different remote support solutions. They ultimately chose BeyondTrust Remote Support due to its ease of integration into their environment, security for both the customer and Chronopost, and its ability to be used fully on the web with minimal disruption to customers' workstations. The solution proved to be the best IT tool for their service desk to meet the expectations of their customers, some of whom operated in environments with stringent data privacy and other regulatory requirements. Chronopost also benefited from a solution that was compatible with hybrid environments and could support a diverse range of platforms.

More recently, Chronopost expanded their BeyondTrust Remote Support solution throughout the shipping support team to accommodate 20 staff members running concurrent support sessions. The tool has received positive feedback and is appreciated for its ability to help the team scale and work efficiently.

"The Remote Support solution has saved time and increased productivity, which is essential in a sector as competitive as ours. The ability to support sites remotely, rather than having to go onsite, saves time and money, giving a great ROI."

CISO, CHRONOPOST
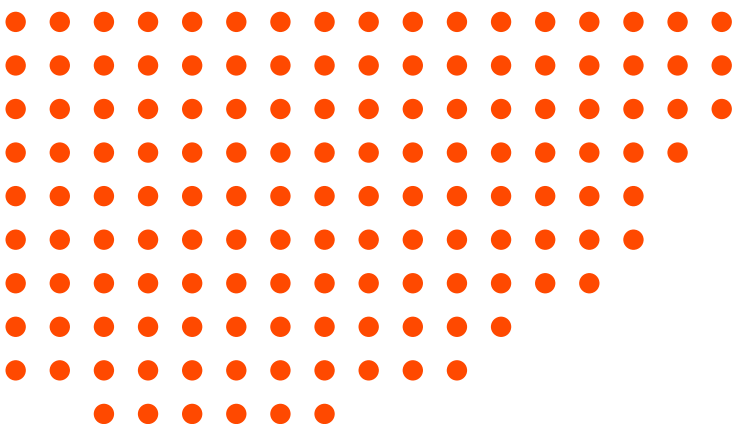
Beyond the Perimeter

Chronopost Extends Remote Access Security Capabilities

During their initial research and evaluation of remote support products, Chronopost also learned about BeyondTrust's Privilege Remote Access product. Together, Remote Support and Privileged Remote Access comprise BeyondTrust's Secure Remote Access solution. Privileged Remote Access is the leading product for extending privileged access security best practices beyond the perimeter to remote workers and third-party vendors.

Chronopost planned to deploy Privileged Remote Access at a later time for the management of privileged access for both its internal stakeholders and external vendors including: customer support representatives, the level 2 administration department (databases, systems, applications, networks, etc.), the teams in charge of HR systems, industrial maintenance partners, the security team, and other state partners, such as customs. Because of the diversity of the departments involved, it was important for Chronopost to have a solution compatible with hybrid infrastructures.

To meet regulatory requirements, such as GDPR, Chronopost needed to not only granularly control the level of access for each of these groups, but also gain complete visibility and auditability into what was done with that access. Chronopost

also required a solution that integrates with other service desk tools, with a flexible, streamlined workflow that enables support technicians to work efficiently.

Prior to deploying BeyondTrust Privilege Remote Access, Chronopost would sometimes encounter errors in the manipulation of the administration interface for industrial partners or was unable to identify who made changes to what systems.

In 2017, Chronopost deployed Privileged Remote Access on the industrial perimeter. The solution allowed Chronopost to gain control over the connections, capture session activity with a comprehensive audit trail, and to require authentication during remote sessions—something they were unable to adequately achieve with VPNs. Prior to deploying BeyondTrust Privilege Remote Access, Chronopost would sometimes encounter errors in the manipulation of the administration interface for industrial partners or was unable to identify who made changes to what systems.

The solution is integrated into Chronopost's access rights management application, which routes and tracks access requests. With the help of BeyondTrust, Chronopost can now secure, manage, and audit remote privileged access sessions.

Chronopost Continues to Grow with BeyondTrust

In the coming months, Chronopost is looking to roll out the built-in Vault password management and rotation capabilities of BeyondTrust's Secure Remote Access products. This capability goes further to ensure proper password management practices are applied for remote access sessions, whether for internal users or vendors. This will also help Chronopost better address the compliance and security needs of certain sensitive subsidiaries (e.g; the transport of medicines).

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