

# Zero Trust Security for Utility Services Company's Employees and Vehicles



A major utility services company, with thousands of employees and vehicles globally, requires a secure and seamless way for ground crews to access schedules and submit job reports. It also requires secure access to vehicles for monitoring of health and safety. As the vehicles contain sensitive private information, the company has adopted a Zero Trust security posture. To drive business efficiencies, the utility services company runs its business applications across multiple clouds.

## Challenges

In support of the ground crew, the utility services company's fleet of vehicles are fitted with cellular-enabled Wi-Fi gateways. The gateway is used to monitor vehicle telemetry and employee health and safety.

As the Wi-Fi is openly available in the vehicle, the enterprise required a way in which to centrally manage authenticated users and devices. With the gateway having access to the internet, the IT organization wished to eliminate the risk of cyberthreats, data misuse, and overages thus ensuring that their business applications in the cloud remain private and safe.



### Utility Services Company

#### INDUSTRY

Energy

#### BENEFITS

- **Operational Efficiency:** Private network with centralized management of security reduced the operational cost per vehicle
- **Enhanced Control:** Tailored usage policies for safer internet access; allowing free internet access to employees outside of working hours
- **Predictable Bills:** Insights into monthly data usage patterns, data anomaly reporting, and controls



*Our business is our people and vehicles, so we chose Akamai SPS Secure Edge and the Zero Trust Network Access as it provides the right balance of security, visibility, and internet policy controls. From a centralized portal, we can easily self-serve and manage our devices with controlled access to our cloud applications.*

*—Director of ICT, Utility Services Company*

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## Solution Deployed

The utility services company chose Akamai SPS Secure Edge for its secure and private connectivity, whereby the cellular gateways are authenticated into an isolated private network, eliminating the risks to cyberthreats. Akamai SPS Secure Edge visibility and real-time security policy controls allowed the Director of ICT to restrict and block access to nonbusiness internet content during working hours. Furthermore, Akamai SPS Secure Edge ensures "no bypass" of security as all SIM-enabled devices are locked to a private network, even in the event of a SIM being moved from one device to another.

Using Akamai SPS Secure Edge mobile private static IP addresses, the utility services company could secure access to business applications in the cloud based on the user and device identity via a Zero Trust Network Access (ZTNA) provider. The result is reduced effort and complexity of securing, managing, and maintaining security of cloud access on a global basis.

## Results

By leveraging Akamai SPS Secure Edge, the utility services company gained:

### Self-Serve and Control over Distributed Connectivity

A global cellular network enabling ease of managing gateways over geodispersed locations.

### Isolation from Cyberthreat

Private network, off the public internet, minimizing exposure of gateways and cloud applications to cybersecurity threats.

### No Security Bypass

Security policies applied in the private network, mitigating against SIM tampering. Ease of management with consistent security for all SIM-enabled devices irrespective of OS.

### Seamless Integration to ZTNA

Private static IP addresses for identifying the corporate-owned cellular devices for seamless cloud access.

### Ease of Scale

Integrated authentication and access service enabling ease of enrolling devices securely into private networks for metrics gathering.

Akamai makes secure connectivity simple for any size of mobility or IoT deployment in a hyperconnected world.



As a company we strive to run our business efficiently, with Akamai we are not only secure, but our ICT department has gained the agility to innovate and push new services to the field in less time.

COO

Utility Services Company



Utility Services Company

The utility services company specializes in construction and maintenance operations for utility providers across the globe. The performance-driven organization is trusted to deliver safe, reliable services at a cost-effective price. Innovation and modern work practices are at the heart of the enterprise, ensuring the highest standard in the quality of work without compromising on customer expectations or employee health and safety.