

Cegal Delivers Better Security and Lower Costs with Ivanti



Profile:

A trusted global provider of hybrid cloud solutions, software and consultancy within IT, geoscience and data management for oil and gas.

Location:

Stavanger, Norway

Industry:

Technology

Website:

www.cegal.com/

Solutions:

Ivanti® Identity Director
Ivanti® Automation

Benefits:

- Automated the work-permit process from beginning to end
- Automated entire onboarding process
- Completely documented process to remain in compliance with regulations
- Provides self-service front end for all contractors and employees

Oil and Gas Challenges

Oil and gas companies are often at higher risk of targeted cyber-attacks on their networks. These attacks can cause major disruption—not only to consumers, but potentially to national security. Because of this, oil and gas companies often take a blanket approach to both external and internal security threats.

Since people are often at the heart of security risks, a people-centric IT strategy is needed to ensure that only the right people can access sensitive company resources, whether they're working on-premises or remotely, and regardless of the devices they're using. Getting to this state often results in a delicate balancing act, as IT also wants to improve the speed and quality of access to the services their employees need to be productive. Security for oil and gas companies is an incredibly tough challenge. Here's the story of how one Ivanti customer met that challenge.

Cegal's Challenges

The VPN Problem

Cegal was introducing a new security-focused product line called CONNECT@PLANT that would allow workers on-shore to connect to offshore plants. This involved a VPN connection that would permit land-based personnel to gain secure access to the critical Industrial Control Systems (ICT) situated on those offshore plants. VPN connections were not only expensive to manage, they exposed pockets of vulnerability that weren't being managed centrally. With many of these connections used by armies of consultants or temporary workers, it was difficult to track the closure of those connections as those people completed their assignments. Unmanaged VPN openings were a key weakness for exploitation.

The Work Permit Problem

Many of Cegal's customers have workforces consisting of many temporary employees who require work permits to gain access to offshore plants. Work-permit processing was done manually, and slow paperwork would often delay worker start dates and increase the chances for human error. Audit trails could be destroyed easily by something as simple as a misplaced form. Cegal needed a way to track work permits—the identities of the requestor and the worker, the assignment start date and duration, the worker's location, and his or her technology system access—all with complete documentation.

The "Standing Up" Problem

Cegal's final dynamic was the lack of a standardized approach to setting up (or, in industry terminology, "standing up") IT infrastructure at offshore locations. IT services were delivered via several servers in a complex environment using technologies from Microsoft, Citrix, and VMware, as well as other core security components. While processes were documented, they were never done exactly the same way each time as different people were involved in each stand-up. Standing up an offshore infrastructure took weeks to accomplish, but maintenance problems were then created by the lack of standardization across multiple plants—ultimately resulting in different versions, different software patches, and different configurations, adding up to high maintenance costs. To bring CONNECT@PLANT online, Cegal needed to streamline operations and reduce internal costs.

"After using Ivanti, if you told me it could build an airplane, I would believe you—it is that powerful."

— **Lars Rune Nygard**
Product Manager

The Cegal Solution: Using Ivanti

Cegal wanted to help empower the hands of the business to stand up offshore plants in a secure manner, removing as much dependency on IT as possible while delivering the lowest total cost of ownership. CONNECT@PLANT was a core component of this empowerment.

Cegal integrated Ivanti within CONNECT@PLANT to automate the work-permit process from beginning to end, driving greater productivity from employees and better standardization to meet compliance guidelines and lower costs. Through Ivanti® Identity Director, CONNECT@PLANT now automates the entire onboarding process, from the point at which a user is defined either manually or via integration with a third-party database storing employee work data.

Once a new onboarding request is made, CONNECT@PLANT uses automated business rules to dynamically recognize:

- Who the work permit request is for and who is requesting it
- When the work assignment begins and how long it will last
- The location where the work will take place
- The systems where access will be needed by the worker

With Ivanti Identity Director, the entire process is documented automatically, ensuring the company remains in compliance with regulations. When work permits expire, that contract employee is off-boarded and system access is automatically revoked.

Lars Rune Nygard, Product Manager at Cegal, comments, "With Identity Director, the CONNECT@PLANT dashboard automates 100 percent of the work-permit process, from creating the user to qualifying the user to removing the user. What Cegal once did manually is now completely automated and turned over to the customer."

Identity Director also serves as the self-service front end for all contractors and employees. Employees no longer need to wait for the service desk to complete basic requests or distribute software—it's all done through automated business processes and workflows via Identity Director. Additionally, Cegal integrates Ivanti with ServiceNow to augment its service management with self-service. This not only reduces service costs for Cegal customers, it ensures that all employees and contractors have access to the right applications when needed, improving productivity and the quality of work. Now every action is tracked with automated audit trails, so the risk of exposing offshore plants to cyber-attack is greatly reduced.

Beyond Onboarding

Cegal originally purchased Ivanti Identity Director to solve the issue around work permits and self-service, but the company quickly began using the solution for much more. It's now used to streamline processes for standing up and provisioning secure work environments offshore.

CONNECT@PLANT offers a streamlined data center consisting of several servers provisioned with the applications each plant needs to function: Citrix, VMware, Microsoft, and more. Before implementing Ivanti, standing up and provisioning a data center required two to three weeks. The process was performed manually, and each data center would be configured slightly differently based on who provisioned the servers and often leveraging different application versions. With Ivanti Automation, Cegal has also completely automated standing up and provisioning for each data center. What once took weeks is now completed in less than six hours.

By leveraging Ivanti, Cegal was able to quickly deploy its new CONNECT@PLANT product with minimal cost, providing high value for its customers, virtually bullet-proof work permit audit trails, and lower maintenance costs. "After using Ivanti, if you told me it could build an airplane, I would believe you—it is that powerful," said Cegal's Lars Rune Nygard.

Learn More



ivanti.com/contact



epg@ivanti.com

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Cegals's results are specific to its total customer environment / experience, of which Ivanti is a part. Individual results may vary based on each customer's unique environment.