

CASE STUDY

Perimeter 81 Helps Kustomer Replace Its Hardware VPN with a Cloud-Based Remote Access Solution

"Since we have a small IT team, Perimeter 81 is really the most valuable solution for me and the entire company. Knowing that every employee is securely accessing our system and resources while using Perimeter 81 makes my job a whole lot easier."

- Maks Suski, IT Manager of Kustomer

The Challenge: Clear Visibility of a Remote Workforce with Hardware VPN

Replacing Hardware VPN with a More Cloud-Friendly Solution

When COVID-19 forced everyone to work from home, Kustomer saw its entire workforce move away from their usual offices to working remotely. This new situation of working from anywhere required Kustomer to rethink its secure remote access solution.

"COVID-19 presented a unique situation for Kustomer. For the majority of the employees it was the first time they worked remotely and the importance of secure remote access became top priority. At the time, we were using a hardware VPN which was extremely slow and presented more cons than pros. Furthermore, the VPN limited how much I could support my colleagues as it wasn't cloud-based and it was physically located at our headquarters," said Maks Suski, Kustomer's IT Manager.

The outdated hardware VPN presented increasing issues for Suski such as physically needing to go into the office to fix the VPN if it went down. "If different VPN problems would arise, the need of



About Kustomer:

Kustomer is the customer service CRM platform helping contact centers and businesses reimagine service and support in today's customer-first world. Kustomer enables personalized, efficient and effortless customer and agent experiences by delivering unprecedented views of a customer's history, facilitating continuous omnichannel conversations and using intelligence to automate repetitive tasks and surface knowledge.

Headquartered in New York City with an additional office branch in Durham North Carolina, Kustomer has approximately 200 employees based across the U.S. and Spain.

actually going into the office became problematic with everyone in COVID-19 lockdown. If the power or internet went out, who's going to come in and fix that? So we definitely needed a different solution that was a software-based VPN which was designed to support cloud infrastructures," Suski added.

Hardware VPNs also require manual configuration with every new user. This became problematic for Suski when needing to make sure everyone would have secure remote access from home. "There was a lot of manual work involved and lack of network visibility. I had to do one-on-one Zoom calls where I would manually set up the VPN for our employees. Additionally, I couldn't track who connected and from where. The VPN didn't provide concrete information on who was logged in, it just provided an IP address."

These challenges and issues were the catalyst for Kustomer to look elsewhere for a different secure remote access solution for their workforce.

Looking For An Affordable Solution That Could Be Implemented Quickly

After dealing with different hardware VPNs over the years, Kustomer started their search for an alternative solution. The key components for making the decision were pricing, flexibility and accessibility.

"I appreciate when companies show their pricing up front - there's nothing to hide," Suski shared.

Additionally, Suski was looking for a solution that he could deploy instantly for Kustomer without a long sales cycle. "I was looking for quick answers and not to have 10 meetings to find out if the solution was a right fit or if it was in my budget. I just wanted to have the information right away and pursue the opportunity."

Kustomer decided to go with Perimeter 81 for its flexible pricing and instant gateway deployment. "With Perimeter 81 the pricing was upfront and it was very easy to get my company on board. From the pricing to demoing the product, the entire process was very easy and enjoyable for me. The Perimeter 81 team was very straightforward and basically got rid of all of my roadblocks right away."

 **1 Day Deployment** **Thousands of hours saved** **HIPAA, SOC 2 Type 2 and GDPR compliance**

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Staying Compliant

As Kustomer works with different types of customers with its software, they were seeking a solution that would offer the opportunity for compliance. “We are HIPAA, SOC 2 and GDPR compliant, we were looking for a secure access solution that offered compliance. While using different hardware-based VPNs, it was a challenge to stay compliant with the new privacy laws.”

This created another reason for Kustomer to look for a more flexible solution that would help them with their need to stay compliant with their customers. “From my experience working with different VPNs, I knew that administration is often required and as we have a small IT team, I didn’t want to deal with all that overhead just to stay compliant. After looking around, we felt Perimeter 81 had the best all-in-one package for our compliance requirements. There’s nothing more that I like than checking a box and saying we’re compliant and no need to worry about it.”

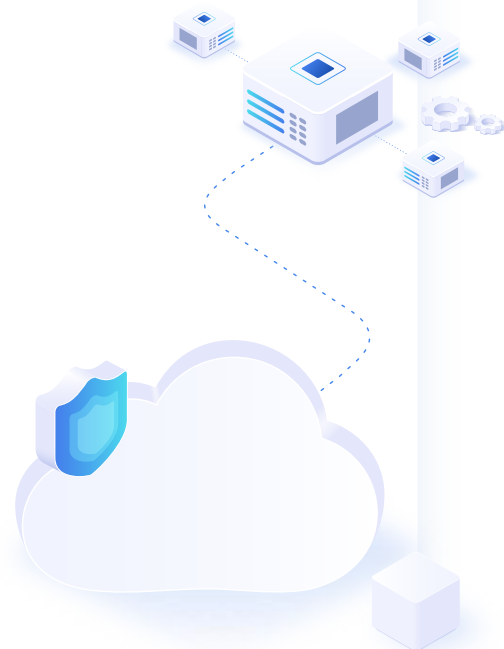
The Solution: An All-in-One Network Security Package

Quicker Gateway Deployment

One of the key selling points for Kustomer when deciding to implement the Perimeter 81 solution was the opportunity of quick gateway deployment. “The best feature so far has been the ability to deploy gateways,” Suski expressed. A good example is when Kustomer purchased Reply.ai, which is based in Spain. “I was able to roll out a gateway relatively close to them in just a few minutes. Having the ability to roll out an entire office with access to internal resources in just minutes is the best thing I can ask for.”

Great Solution For Compliance

Kustomer felt that the Perimeter 81 solution was the best offering for their HIPAA, SOC 2 and GDPR compliance needs. “No one else provided the level of compliance that Perimeter 81 offered,” Suski stated. “Other solutions have different features on top of their compliance, but we liked what Perimeter 81 offered as a whole.”



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With Perimeter 81, I don’t have to deal with those calls anymore, or hours of VPN requests, and now I have more time to do other things in my workday.”



Quick Deployment To Our Employees

Every company loves to see a quick deployment timeframe when implementing a new solution to its environment. This was especially true with Kustomer's experience when delivering the Perimeter 81 solution to its workforce.

"Initially we tested out Perimeter 81 with 10 users over a two week period," Suski shared "Once the testing period was completed and the paperwork was signed, we deployed the solution to the entire company on the same day. The entire deployment took one day with just a matter of cleanup on Kustomer side of things."

Time and Cost Savings

When IT managers are looking for an ideal network solution, they factor in how much time will this solution save them. In Kustomer's case they have been extremely happy with the amount of time and money saved since implementing the Perimeter 81 solution in place of their previous hardware VPN.

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Suski feels so far Perimeter 81 has been the right solution for Kustomer's secure network access needs. "For the price we are paying, we feel Perimeter 81 is doing a great job to provide Kustomer's employees secure network access while working remotely. Overall, Perimeter 81 checked all the boxes I was looking for when replacing our VPN and we are thrilled to be using the solution," Suski added.

About Perimeter 81

Perimeter 81 has taken the outdated, complex and hardware-based traditional network security technologies, and transformed them into a user-friendly and easy-to-use software solution — simplifying network security for the modern and distributed workforce. Since its founding, Perimeter 81 has quickly gained traction in the Secure Access Service Edge (SASE) and Network as a Service market, and is transforming the way companies consume cyber and network security. Our clients include Fortune 500 businesses and industry leaders across a wide range of sectors, and our partners are among the world's foremost integrators, managed service providers and channel resellers.

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