

Customer Story

Patrianna connects remote workers securely and with control

Onboarding time cut to hours

BYOD shipping friction eliminated

Simplified security tech stack

Automated employee provisioning enabled

⚡ Impact Summary

Patrianna, a developer of white-label social gaming products, relies on remote employees working across Europe, Asia, and Africa. Thanks to Island, Patrianna can now monitor and manage their access safely, securely and quickly.

PATRIANNA.

Industry

Technology

Use Cases

Access management
BYOD workforce
Compliance
Data protection
Enterprise browser
SaaS and web apps
User productivity
VDI/DAAS



Challenges

- ✓ Insecure access for remote workers
- ✓ Inability to monitor remote behavior
- ✓ Slow connections, insufficient uptime

The Challenge

Patrianna is a fast-mover in the social-gaming market. The company develops online gaming products, including a white-label platform and apps, that partners use to launch and scale gaming businesses enjoyed by millions of gamers worldwide.

Patrianna relies on remote employees working across Asia, Africa, and Europe. Among other benefits, that gives Patrianna 24x7 responsiveness. No matter the hour, a Patrianna employee is working somewhere.

That's important because the gaming business is highly competitive. For Patrianna, being first to market, as well as best to market, is vital. So when the company looks for new software, it also looks for speed.

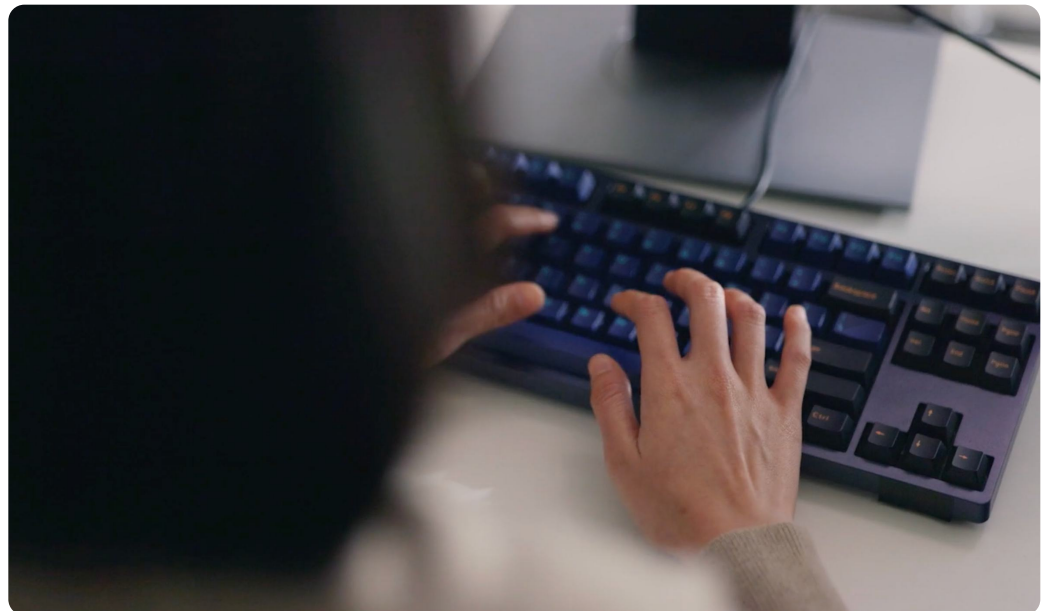
"We expect to onboard new starters not in weeks, but in days," says Patrianna's Head of Information Security Brandon Hewgill.

In addition, Patrianna's remote employees connect online, and previously, the company provided them with its own corporate laptops and other devices. However, shipping laptops to some remote locations proved complicated. Deliveries could take weeks.

So Patrianna shifted to a policy of letting workers use their own devices. While this BYOD policy overcame the shipping delays, it also created new challenges around control, security, and compliance. As Hewgill says: "We realized there must be a better way."

"Island is a big success for us."

Brandon Hewgill, Head of Information Security, Patrianna



The Solution

That better way was Island, which Hewgill discovered about two years ago. After a close look, Hewgill found Island offered exactly what Patrianna needed: A way for remote workers to connect to the company IT environment that also offered a single point of entry capable of being monitored and secured.

Patrianna also considered a more traditional approach, offered by other vendors, that would have necessitated a central host server for remote workers to connect with. But that approach was further complicated by the need for licensing, tools, added protections, monitoring, and more.

“Everything adds up,” Hewgill says. “And everything needs to be maintained.”

Also, if that central server were to go down, Patrianna’s business would be interrupted. And because the company has people working around the world, there’s no common downtime when the team can do maintenance and upgrades. “Traditional delivery mechanisms don’t always work for us,” Hewgill says. “We need the edge because we work on the edge.”

“Our users are positive about Island. They like having everything in one place.”

Brandon Hewgill, Head of Information Security, Patrianna



Results

For Hewgill and his colleagues, Island's approach maintains agility without compromising control. Island also gives Patrianna's employees the flexibility to work from anywhere while ensuring security keeps pace with the fast-moving business.

Hewgill says implementing Island took only about a week. In that short time, Patrianna had not only installed Island, but also connected the first clients. Just one week later, half of all the users were connected.

By deploying Island, Hewgill's team has established a lightweight, secure way for remote workers to gain access to Patrianna systems. There's no need for managed devices or heavy infrastructure.

What began as a solution for remote desktop access has continued to evolve. The impact has been both operational and strategic. Patrianna has reduced reliance on device provisioning and multiple infrastructure components, simplified its architecture, and enabled a more scalable way to support a distributed workforce.

Patrianna has also used Island to simplify and speed onboarding of new workers. When a new worker joins, the company runs an automated setup that connects with the corporate HR system, adding the person to an identity-provision system with workflows and connections.

If the person needs Island, that's provisioned automatically. And once a worker is set up, Patrianna presents all the apps they need via the browser and their main dashboard. Everything is pre-provisioned on the back end.

Best of all, the whole process takes just a few hours. Before Island, onboarding a new worker could take months. "Our users are positive about Island," Hewgill says. "They like having everything in one place."

"When I talk with my senior management team, I talk about visibility, governance, and minimization of risk. and that's what we get from Island."

Brandon Hewgill, Head of Information Security, Patrianna



Ready to connect remote workers securely?

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