

Customer Story

medac group connects remote users securely and visibly with Island

Greater freedom for users to work remotely

Eliminated need for VPN

Reduced costs by 60%

Improved visibility and compliance

⚡ Impact Summary

medac Group, a pharmaceuticals company serving healthcare customers in over 90 countries, was connecting remote users with a virtual desktop solution that was complex and prone to outages. Now with Island, medac offers its remote users a unified connection that is reliable, secure and visible. As an extra benefit, Island has lowered the cost of medac's remote-work infrastructure by about 60%.

: medac

Industry

Healthcare

Team

Security and network cloud infrastructure

Goal

Eliminate VPN and VDI used by remote workers

Use Cases

Access management

BYOD workforce

Digital experience

Enterprise browser

User productivity



Challenges

- ✓ Insecure connections for remote users
- ✓ Costly and complex VDI
- ✓ Poor visibility into end-user online behavior

The Challenge

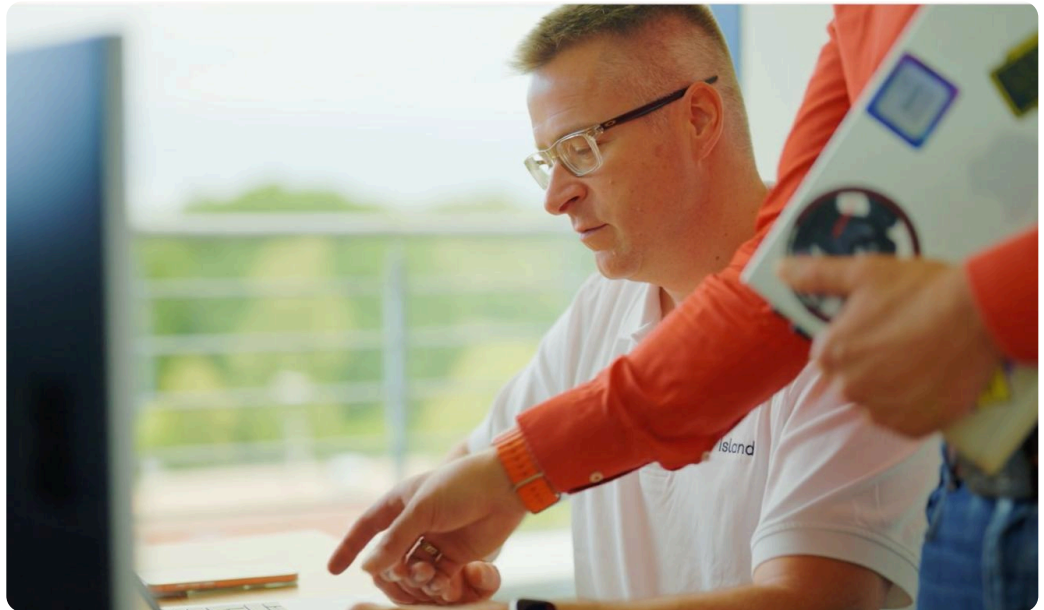
medac Group has a straightforward mission: improve human health, today and tomorrow. But in practice, that mission becomes more complicated because Germany-based medac operates in a highly regulated industry. The organization must balance strict compliance requirements with the need to enable its roughly 2,000 employees to efficiently and securely serve hospitals, physicians, and other customers in over 90 countries.

For Alexander Grimm, medac's Head of IT Network, Cloud, Infrastructure, and Security, the focus has been on evolving the IT environment to better support modern ways of working. One issue: applications such as Microsoft 365 continue to update rapidly, a challenge for medac's virtual desktop (VDI) system. Also, as suppliers of VDI and virtual private network (VPN) solutions boosted their prices, medac saw its infrastructure costs rise significantly.

Connecting users with a virtual desktop solution was also an issue. Disconnects, sometimes as many as five a day, could last for hours. Each time, over a thousand employees could not do their jobs. Further, because medac's VDI setup involved multiple tools from multiple vendors, figuring out an issue's cause was far from easy, leading to further delays.

“Island is totally easy to use. As long as I have a browser, it does not matter whether I use a personal or company device. This is a cool thing.”

Alexander Grimm, Head of IT Network, Cloud, Infrastructure, and Security, medac Group



The Solution

All of that led Grimm and his colleagues to realize they needed to simplify their approach to end-user access while also improving both flexibility and control.

The solution came when Grimm discovered the Island Enterprise Browser. By deploying Island, medac could move away from VDI and enable secure access on local devices. Teams can now work with native applications from anywhere, without the delays and constraints of virtual environments.

Grimm says his users especially like the Island Enterprise Password Manager. It protects medac by evaluating every credential interaction against enterprise policy and context. Password Manager also strengthens medac's security by making it easier for users to manage multiple passwords. Best of all, while Island's Password Manager works across any browser, desktop, or mobile device, it does not require people to change how they work.

“Our users want their systems to be fast, agile, and flexible,” Grimm says. “Plus, mobility is totally important.”

“Island enables our users to work from their device anywhere all over the world without waiting. They just open the device and it works.”

Alexander Grimm, Head of IT Network, Cloud, Infrastructure, and Security, medac Group



Results

Thanks to Island, medac has now replaced its VPN and nearly eliminated the VDI setup. Grimm says Island has lowered the cost of the entire remote-work infrastructure by about 60%. The VDI expenses will soon be cut entirely.

medac has also saved money on hardware, Grimm says, because Island essentially extends the useful life of client devices. Also, end-user devices no longer need special graphics cards, saving even more costs.

Security has been enhanced, because the former VPN essentially opened a wide range of attack vectors. Now they have been shut down by Island. Island also gives medac clear visibility into how its systems are being used. That lets Grimm and his team take action based on real user behavior and potential threats, rather than relying on predictions. Even on private or unmanaged devices, the company's policies can be enforced without disrupting the user experience.

“Visibility is a major point. You need to know the technology. And you need to know what your users are doing.” – Alexander Grimm, Head of IT Network, Cloud, Infrastructure, and Security, medac Group

The result: greater freedom for medac's teams to work wherever they need, and stronger security across the environment. Plus, significant cost savings through the reduction of legacy infrastructure.

“For our end users, Island is more or less invisible. That helps us balance the user experience and security.”

Alexander Grimm, Head of IT Network, Cloud, Infrastructure, and Security, medac Group



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