

Gaming Company Selects Enterprise Application Access for Remote Operations Management

AKAMAI CASE STUDY

Requirements

- Integrate with existing Okta solution
- Securely support remote workers
- Include multi-factor authentication (MFA) enablement

The Company

A multinational gaming company researches, develops, produces, and sells system hardware and software. Focused on cutting-edge technology, the company consistently invests in products to enable a more efficient workforce. Recently, it wanted to provide secure and simple internal application access to its remote team of IT infrastructure engineers. The team's principal role is to maintain daily operation of servers worldwide to ensure performance and constant access to applications for gamers.

Situation

An existing Akamai customer, the company was familiar with the high-level capabilities of Enterprise Application Access, but it wanted to learn more about its capabilities, convenience, and security levels. An initial discovery meeting helped confirm its interest in the solution, and the company initiated a trial. One of the major requirements was a high level of security. EAA's three components (EAA Edge, EAA Management Cloud, and Connectors) met and exceeded all standards for MFA support, integration with Okta, and client certificates. The company also utilized the trial period to customize the solution to fit its needs. For example, the EAA connector can convert both RDP and SSH sessions for presentation in users' browsers, but this company preferred RDP since it has granular user controls.

Why Akamai?

Ultimately, the gaming company selected EAA to provide the server operations team the secure application access it needed to remotely perform worldwide maintenance functions. It cited security and simplicity, no holes in firewalls, no bilateral movement, and little technical management required as the reasons for making the selection. Today, the team enjoys exceptional user experience and are strong supporters for expanding the user base within the company, with engineering and design teams next on the list.

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