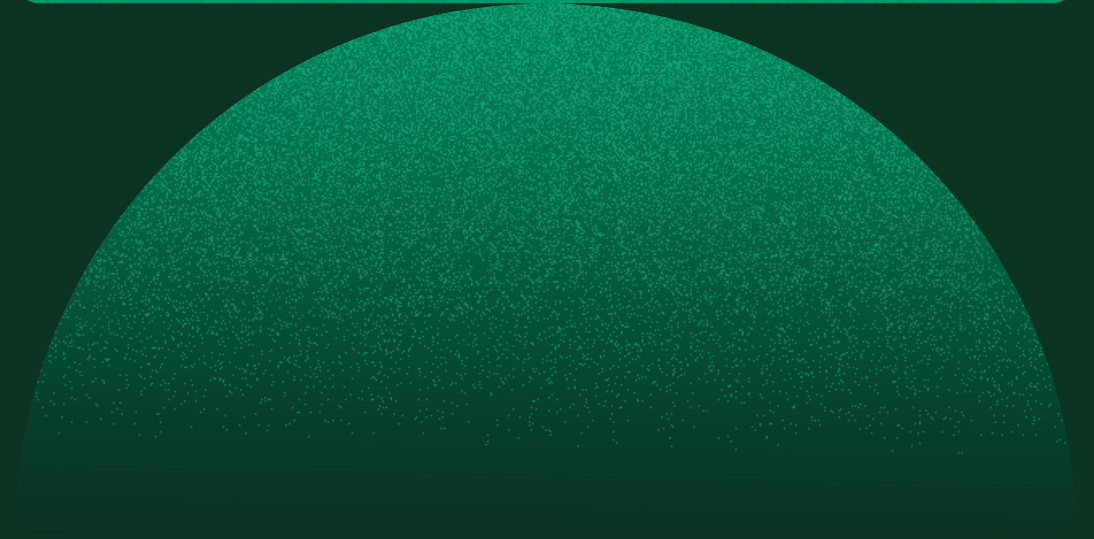
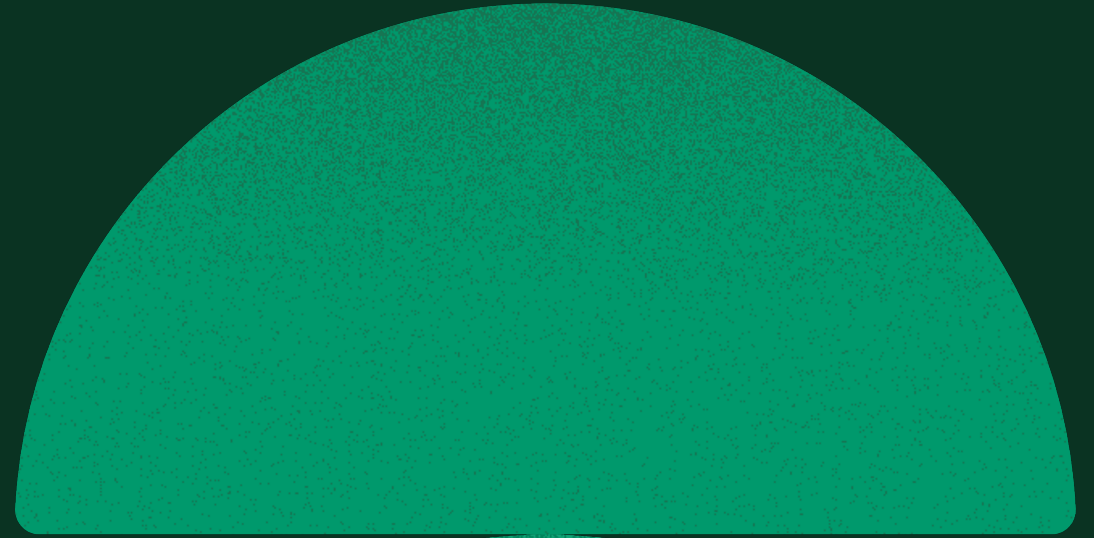




# Island Success Stories & Case Studies



# Global 500 Pharmaceutical Customer Case Study

Buyer: CISO

## The Customer Challenge:

- Global pharmaceutical company with global operations and over 50,000 employees
- Provisioning access to private web apps (both on-prem and SaaS) for contractors or remote employees was a growing expense
- Using virtual desktop (Amazon Workspaces) for secure access lead to over-provisioned IT Services and growing operational costs
- End user complaints were pervasive
- Motivated to simplify their infrastructure and reduce cost for supporting contractors

## The POC and Deployment:

- POC verified Island integrations with their enterprise platforms (Okta, O365, Zscaler, Exabeam)
- Initial deployment is for contractors and partners to access organization systems without virtualized desktops
- Evaluating Island Private Access for AWS console access

## The Island Usage:

- Island Enterprise Browser is integrated with Okta IdP for auto-provisioning and browser enforcement
- Contractors install Island and authenticate to Okta for access to organizational private apps
- Enterprise Browser offers the security controls and visibility required to safely extend access to contractors and remote employees

Technology leadership saw a problem in their over-provisioning of IT resources, especially VDI. The Enterprise Browser gave them an opportunity to fix that.

# Cloud Technology Provider Customer Case Study

Buyer: CISO

## The Customer Challenge:

- Organization is a commerce cloud platform powering ecommerce and digital customer experience
- The company employs contractors for many key roles as they grow and expand globally
- Onboarding contractors was a growing problem, leading to an unacceptable delay of ~45 days to get them set up with a laptop configured with their security controls
- Searched for an alternative to provide secure access to contractors without the logistics challenge and delay

## The POC and Deployment:

- Rapid POC to prove out onboarding workflow with security controls and improved visibility
- Required for all contractors; rolling out to all employees next
- Currently in POC with Island Private Access (ZTNA) to replace legacy VPN

## The Island Usage:

- Contractors install the Island Enterprise Browser on their own computer, reducing onboarding time from 45 days to under 1 hour
- Improved visibility and context-aware controls to protect organizational data
- Island solved a gap when they moved from Okta to JumpCloud: using PAM for apps that don't support SSO

“On top everything you have done in the product - you guys are the most **RESPONSIVE** vendor I've ever worked with.”

# Global Business Process Outsourcer

## Customer Case Study

Buyer: CISO and CTO

### The Customer Challenge:

- Organization offers Customer Experience (CX) services like forum moderation for some of the largest digital brands in the world
- Employees handle sensitive customer and company information as part of their CX duties
- Non-persistent VDI was used for employee access to sensitive data and systems, but this created major pain:
  - Poor user experience, requiring employees to set up their workspace fresh with each shift
  - Poor performance, with the added latency of desktop virtualization
  - Significant costs for virtualization infrastructure

### The POC and Deployment:

- Rapid POC to prove their employee access use case
- Island implemented an enhancement to secure storage feature to automate a key workflow
- Users report improved performance compared to VDI
- Deployment was so successful that they expanded their seat count by 30% in the same quarter as initial purchase

### The Island Usage:

- Island is used daily by thousands of employees around the world to complete their CX workflows
- Island secure storage is used to view daily work assignments with automatic deletion after each workday
- Island replaced VDI for secure access and data controls for sensitive customer data

Improved their employee user experience & productivity while enhancing their security posture for handling sensitive customer data.

# Large Private Equity Firm

## Customer Case Study

Buyer: VP of Infrastructure

### The Customer Challenge:

- Growth private equity firm based in New York, in business since 1980
- Their SOC is staffed by contractors in India
- Onboarding contractors required shipping a pre-configured laptop with their image and security configurations
- High cost, slow process, frequent delays (VDI was deferred as an option as a result)
- VPN is required to connect to corporate network

### The POC and Deployment:

- POC was straightforward quick to show value
- Simplicity and cost reduction made a clear ROI
- Fully deployed to SOC Team and expanding to other contractors

### The Island Usage:

- Okta integration for browser enforcement, Island is the only path to access corporate apps
- Restrict Slack to Island only with full governance and monitoring
- Future: Expand to all contractors, then all employees
- Island is solving their secure access and data protection requirements at a much lower cost & complexity than the previous approach
- Shifted to a BYOD model of contractor usage

No more waiting for laptop shipments for onboarding contractors.

# Global Online Dating Organization

## Customer Case Study

Buyer: CISO

### The Customer Challenge:

- Contractor challenge with BPOs (two of the largest global BPOs)
- Globally distributed workforce
- Customer support, where privacy is a huge factor
- Wide open access previously
- Looking for security, control, visibility, DLP
- Primary motivation is risk reduction

### The POC and Deployment:

- Island demonstrated answers in a way they'd never seen before
- Speed of development and overall product maturity tipped the scales for Island
- Roadmap discussion exposed exceptional thinking and direction well beyond any competitors

### The Island Usage:

- 1,500 users to cover BPO contractors and some internal groups
- Future expansion to add 4,000 users for all employees
- CrowdStrike integration
- Connecting to cloud storage

“This is exactly what we needed. And more.”



**Thank you!**

