safous THINK YOUR ACCESS

CUSTOMER CASE STUDY

MANUFACTURING · THIRD-PARTY OT ACCESS

How a Global Manufacturer Simplified Third-Party Access to the Factory Floor



THE NEED

Simplify and secure access for third parties to the factory floor.

150	7	<90
Global sites	Logins once needed for one RDP session	Days to deploy Safous

INDUSTRY	USERS	TARGET SYSTEMS	ACCESS MODEL
Manufacturing	Staff, contractors, OEMs	Machines & servers (RDP)	Agentless

The Challenge

01	**7 logins for one RDP session.** VPN, org portal, vendor portal, RDS and RDP logins stood between an engineer and a machine.
02	**Complex access for users and admins.** On the admin side, granting access meant excessive ticketing.
03	**Files had to move safely.** Secure file transfer was needed inside the OT environment.
04	**OEM emergency fixes.** An OEM vendor needed emergency fix access.

The Safous Solution

One sign-in, no agent. Engineers sign in once to Safous and reach the machine, with nothing to install.
One access layer for every user. Employees, third-party contractors and OEM vendors all reach the factory floor through Safous.
File scanning in the policy. ICAP file scanning is integrated into the Safous access policy.
Fast, secure OEM support. OEM vendors now support the plants remotely, quickly and securely.

The Outcome

- Simple, secure, agentless access for all user types
- ICAP file scanning built into the access policy
- Fast and secure remote OEM support
- No change to the existing network topology

How It Works

Illustrative Safous access flow

- **Engineers & vendors** sign in once from any browser
- **Safous** applies the access policy, incl. ICAP file scanning
- **AppGateway** connects out from the customer site
- **Machines** RDP session to the chosen machine

About Safous — Provided by IIJ (Internet Initiative Japan), Japan's first ISP, listed on the Tokyo Stock Exchange Prime Market. ISO/IEC 27001 certified and SOC 2 attested. PoPs across Asia, plus North America and Europe. Customer name withheld for confidentiality.

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Request a demo or PoC: safous.com/get-started