

HORIZON BEVERAGE CASE STUDY

THE CHALLENGE

Horizon Beverage's support team was faced with the common issue of giving third-party vendors access to their internal network to perform software upgrades and routine maintenance. Prior to Bomgar, they were allowing vendors to connect via RDP and VPN, which allowed for unfettered network access. When Horizon purchased Bomgar Remote Support more than eight years ago, remote support licenses were assigned to vendors to better control and monitor their access. Over time, Horizon Beverage's vendor access needs matured, requiring a solution purpose built to manage privileged access and broker connections between the company's vendors and its secure network.

THE SOLUTION

Scott Pepi, Horizon Beverage's tech support manager, selected to add Bomgar's Privileged Access Management solution for a proactive approach that offered:

- Increased security by giving vendors privileged access to critical assets and sensitive systems without giving them a VPN, or using up a remote support license. Comprehensive audit trails and video recordings are captured after each session, further ensuring that vendors are performing appropriate tasks.
- Increased productivity among vendors providing support to Horizon Beverage's critical systems. With Bomgar Privileged Access Management, they can log in and log out when they need to. Email notifications provide time stamps for each vendor access session, giving Pepi a constant view of the activity on the company's network.
- Enhanced collaboration among vendor team members. Now, vendors can invite peers into sessions to more efficiently perform maintenance and upgrades.

THE RESULT

With the addition of Bomgar Privileged Access Management, Horizon Beverage has been able to streamline its overall approach to secure access. "Now that we have Bomgar Privileged Access Management in addition to Bomgar Remote Support, I can more efficiently manage our vendors and support reps as separate entities, but with consistent technology. This addition was seamless for us. Bomgar just works, all the time."



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SCOTT PEPI

TECH SUPPORT MANAGER





ABOUT BOMGAR

Bomgar connects people and technology securely, providing leading remote support and privileged access management solutions that strengthen security while increasing productivity. Bomgar solutions help support and security professionals improve business performance by enabling secure, controlled access to nearly any device or system, anywhere in the world. More than 10,000 organizations across 65 countries use Bomgar to deliver superior support services and manage access to valuable data and systems. Bomgar is privately held with offices in Atlanta, Jackson, Washington D.C., Frankfurt, London, Paris, and Singapore.

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