

CASE STUDY

Silo City IT Quickly Achieves Zero Trust Network and Application Access for All Their Clients with Perimeter 81

"In the past, we had no way of deploying a gateway in Australia, or anywhere in that region. With Perimeter 81 we deployed a gateway in just 30 minutes. Without Perimeter 81, we wouldn't have been able to set it up."

- Jeff Rathmann, CEO of Silo City IT

The Challenge: Finding a Scalable & Flexible Zero Trust Network Access For Global Clients

Each Client Comes with Different Implemented Solutions

Managed Security Service Providers in the IT landscape are often used to each client coming with their own specific requests. In Silo City IT's case, each of their clients tend to come with different network security solutions in place. This creates a challenge for them to solve whenever securing a new client's remote network access. "Some of our customers would already have a firewall in place and we would have to conform to the configuration of the firewall in order to set them up with remote access," explained Silo City IT's CEO, Jeff Rathmann.

This wasn't a simple task for the Silo City IT team. With every new customer, new solutions and protocols were needed to implement secure network access. "Whether it was proprietary VPN clients that we needed to install for our customers' specific vendors, or deploying a new solution that required a specific VPN client for setting up IPsec tunnels, each solution demanded a lot of additional security and configurations to make secure access possible."



About Silo City IT:

Silo City IT is a Cybersecurity Services and Solution Provider devoted to defending organizations against cyber threats. Headquartered in Buffalo, NY, Silo City IT takes pride in delivering revolutionary technologies to protect against the threats of today and in the future. Hackers continue to evolve creating new malware and using new tactics and techniques to disrupt business operations and profit from their malicious actions. Silo City IT works with their clients to stay ahead of these attacks and continue everyday business operations.

This presented a major challenge of adding hundreds of new solutions while maintaining their clients' security. According to Rathmann, it created the challenge of scalability for Silo City IT. "We would have to install the VPN clients on every device and the majority of the capabilities didn't provide an easy way of scaling secure remote access to all our customers while keeping the embedded Zero Trust capabilities."

VPNs Lacked Scalability and Zero Trust Capabilities

For an MSSP, the need for scalability plays a major factor when bringing on new customers. In the case of Silo IT City, the numerous VPN clients affected its scalability. "It was really hard to maintain and streamline all the different VPN clients," remarked Rathmann. "When we needed to implement a new or upgraded VPN client, we experienced different network challenges as each VPN had different capabilities that came with separate configurations."

All of the different configuration protocols created a lot of overhead for Silo IT City when setting up different networks for their customers. "In the use case of having a traditional VPN, we would run into issues where the VPN clients that we installed suddenly stopped working because of a Windows update. This would force us to troubleshoot the VPN and schedule time with our customers to gain access to the specific users, and then we would have to fix their VPN connection manually. This created the challenge of unwanted overhead and additional support for each VPN client."

Additionally, the VPN clients that their customers were using did not have concrete Zero Trust capabilities which Silo IT City was looking to implement for their entire customer base. "We needed a replacement that came with Zero Trust capabilities while being browser-based and secure at the same time," said Rathmann. "I wanted to dynamically add on additional networks for clients that had multiple locations, instead of setting up separate sites and tunnels inside firewalls while having to dynamically route between the sites and the end clients."

Secure Remote Access For Their Customers

When COVID-19 forced organizations to implement an immediate work from home policy, Silo City IT saw its entire customer base move away from their usual workspace to working remotely. "While the majority of our customers had a handful of users that needed remote access,



Cut deployment time by almost 75%



Quickly set customers up and get them operational much faster than they could in the past



Easily scale secure remote access while maintaining a strong Zero Trust posture



"We are leveraging Perimeter 81's capabilities to scale and provide better secure remote access to customers that specifically need a way to have their employees securely telework as they had no way of doing that in the past"



COVID-19 forced all our customers' employees to go remote. So overnight we needed to be able to scale out quickly and validate that their networks would be secure," explained Rathmann.

Initially, this was one of the main reasons why they decided to implement the Perimeter 81 solution. "We are leveraging Perimeter 81's capabilities to scale and provide better secure remote access to customers that specifically need a way to have their employees securely telework as they had no way of doing that in the past," Rathmann shared.

The Solution: The Right Scalable Network Management Platform

Zero Trust Capabilities Offered More Opportunities

For an MSSP like Silo City IT, integrations and features are a key factor when deciding which services and solutions will be offered to their customers. In the case of implementing Perimeter 81, Zero Trust capabilities sealed the deal for Silo City IT when it came to their decision to adopt the solution. "The Zero Trust features have been a real game-changer for our service," Rathmann said. "Being able to dynamically deploy tunnels with a simple UI application has opened up a lot of new possibilities and new integrations that we were currently looking at for a variety of different use cases -- both internally and also for offering services to our customers. This previously wouldn't have been possible or easily feasible," said Rathmann.

Smooth and Easy Gateway Deployment

When first seeking a network security solution for secure network access, Silo City IT was attracted to Perimeter 81's ease of gateway deployment. So far Rathmann is happy with deployment time within the Perimeter 81 platform. "Our deployment time has been cut down by almost 75% since we started to implement the Perimeter 81 solution. One of our customers is based in Australia and they have employees all over the world in need of remotely connecting to the Australian office. Having the ability to dynamically spin up a gateway located in Australia in 30 minutes reducing latency has really been a game-changer for us."



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Partnerships Brought Them to Perimeter 81

After dealing with different challenges of managing many customer networks, Silo City IT felt it was time to implement a Zero Trust network access solution. “Initially, I was looking to custom-build a solution with WireGuard and IPsec that would have some capability to set up IPsec tunnels,” Rathmann explained. “After coming to the realization that we really didn’t have enough time or resources to try and effectively do so, we were at a standstill. Once I started to research different solutions, I found Perimeter 81 offered exactly what I was trying to develop in-house.”

When deciding on a service, Silo City IT chose Perimeter 81 because of the common partnership with Ingram Micro Cloud. “We had recently partnered with Duo to step up our offering on the multi-factor authentication side, and I wanted to be able to leverage Zero Trust capabilities in our offering for our customers. While searching, I saw that Perimeter 81 had partnered with Ingram Micro on the Ingram Cloud. As we were already partnered with Ingram Micro, it made it pretty easy to move forward with Perimeter 81.”

Time & Cost Savings

When Managed Security Services Solutions are seeking different products to implement in their offerings, pricing and how much time will they save, play a key role. In the case of Silo City IT, their experience with the Perimeter 81 solution has saved them deployment time and, in fact, opened the opportunity to bring on new customers.

“With Perimeter 81 we have saved significant time -- to the point that we are able to easily bring on new clients,” Rathmann shared. “Perimeter 81 has helped us streamline our deployment time. The Zero Trust capabilities require no installation on our clients’ workstations. This is a huge cost and time saver for us as we are able to quickly set customers up and get them operational much faster than we typically could in the past.”

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About Perimeter 81

Perimeter 81 has taken the outdated, complex and hardware-based traditional network security technologies, and transformed them into a user-friendly and easy-to-use software solution — simplifying network security for the modern and distributed workforce. Since its founding, Perimeter 81 has quickly gained traction in the Secure Access Service Edge (SASE) and Network as a Service market and is revolutionizing the way companies consume cyber and network security. Our clients include Fortune 500 businesses and industry leaders across a wide range of sectors, and our partners are among the world’s foremost integrators, managed service providers and channel resellers.

