

Securing remote worker access and laying the foundation for ZTNA

Case Study



The Aspen Skiing Company operates across four high-end ski areas in Colorado's stunning Roaring Fork Valley, providing ski infrastructure, ski and snowboarding lessons, and restaurants; and manages events including races, tournaments, concerts, and more. The company also operates a range of accommodations for guests in the valley and beyond catered to a wide range of styles, needs, and budgets.

How does a skiing operator meet customer expectations for high-quality and secure connectivity while also enabling remote working at scale?

Whether maintaining some of the best skiing terrains in the world or providing top-notch hospitality, the Aspen Skiing Company prioritizes the customer experience above all else. In part, that means operating a fast, reliable, and secure network.

Chad Kumbier, Managing Director of Cybersecurity and IT Infrastructure at Aspen Skiing Company, explains: "Although our guests want to get out and enjoy the skiing experience, we live in a connected world, and they want the same digital services that they use back home. That means we have to provide fast internet connectivity, including on the mountains. Security is also a big factor. We often cater to high-profile guests, and they need to know that their information is in safe hands."

Delivering the best customer experience also means empowering workers with the tools they need to do their jobs effectively. In recent years, this has increasingly meant enabling employees to work remotely. "We have been buying more and more laptops each year because many of our people are travelling abroad to try and expand our ski market," says Kumbier. "Then the COVID-19 pandemic hit, and we had to accelerate our plans. We had a clear need for a solution to secure our remote devices without having to backhaul the traffic back to our datacenter here in Aspen."

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Profile

Industry	Region	Year Founded	Employees
Retail and Hospitality	U.S.	1946	000

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Challenges

- Ensuring a high-quality network for employees and guests
- Securing remote workers

Solutions

- Netskope Next Gen SWG protects against web-based threats
- Netskope Private Access for secure remote working
- Netskope Cloud Firewall for Firewall-as-a-Service
- Netskope Remote Browser Isolation for isolating uncategorized and risky websites
- Netskope Cloud Exchange for security integration

Results

- Enhanced security and performance for remote workers
- Reduced complexity and time savings
- Improved scalability for business growth

An innovative private-access network

The Aspen Skiing Company was in the process of deploying the Netskope Next Gen Secure Web Gateway (SWG) when the pandemic arrived. The SWG is a cloud-based web security solution that provides capabilities to prevent malware, detect advanced threats, filter websites by category, protect data, and control apps and cloud services for any user, location, or device.

Suddenly needing to quickly secure remote working at scale, the company asked Netskope to deploy Netskope Private Access (NPA), which ensures that private applications can only be accessed by authenticated identities. To further bolster its security posture, the company has deployed the Netskope Cloud Firewall, a Firewall-as-a-Service platform that delivers consistent outbound firewall application controls and security policies, and Netskope Remote Browser Isolation (RBI), which enables the Aspen Skiing Company to isolate uncategorized and risky websites.

These deployments are an important part of wider efforts by the Aspen Skiing Company to implement zero trust network access (ZTNA). Through the Netskope Cloud Exchange, a powerful integration platform, the Aspen Skiing Company is unifying its existing security and network investments with its new Netskope solution set. "From delivering unbeatable security and control to enabling us to operate a variety of technologies as a cohesive system, Netskope is an important part of our journey to ZTNA," explains Kumbier.

Cloud-based simplicity and integration

A key benefit of the Netskope solution is that it improves the company's security without adding friction. "The user experience is great," says Kumbier. "Our employees can log on from anywhere and start working regardless of whether they're accessing cloud-based or on-premises applications. Employees know that all they need is an internet connection and they can just do their job. That good employee experience translates into a better customer experience."

This simplicity also means that the company can set up facilities rapidly. "In the past, when we opened offices or hotels, or even just ran big events, my team would need time to connect the facility to our datacenters," comments Kumbier. "Now, all we need is an internet connection. This will be a significant value-add as we look to bring in new hotels and ventures." With Netskope's cloud-native approach, the team can also focus less on maintenance and more on improving security. This task is made easier by single-pane-of-glass management across all Netskope systems.

The integration capabilities enabled by the Netskope Cloud Exchange are also beneficial. Through the platform, the company combines data from Netskope's systems and its CrowdStrike infrastructure. Kumbier explains: "The combined data provides context around what users are doing on both the endpoint side through CrowdStrike, and the network side through Netskope. That data is invaluable in understanding whether a user's actions are a threat."

Finally, Kumbier draws attention to the relationship with Netskope: "Netskope is always there for us. It listens to our needs and works tirelessly until we get the performance required to deliver for our guests," he concludes.

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Netskope, a global cybersecurity leader, is redefining cloud, data, and network security to help organizations apply Zero Trust principles to protect data. The Netskope Intelligent Security Service Edge (SSE) platform is fast, easy to use, and secures people, devices, and data anywhere they go. Learn how Netskope helps customers be ready for anything on their SASE journey, visit [netkope.com](https://www.netskope.com).