



# Instrument Digital Agency

“Moving to SecureW2 allowed us to not only get rid of our on-premise servers, but it tied RADIUS and PKI Services to make things super manageable and affordable.”

Instrument is an independent digital creative agency with offices in Portland, Oregon and New York City. They launch brands, products, campaigns, and interactive experiences through many different mediums to a large variety of clientele.

Following a recent expansion to New York, the networking team was looking for a way to use 802.1x wireless to connect new devices without the hassle of installing a new and costly on-premise server. With the transition to cloud-based servers becoming the norm in the industry, the networking team made it a point of emphasis to formulate a cloud-centric approach to their problem.

The networking team initially tried implementing 802.1x with other solutions, but they weren't given the support that they were looking for and struggled to implement EAP-TLS certificate authorization as a result.

## Investigating the Solution

Instrument had been issuing certificates with an on-premise directory server for their Portland office. Rather than finding a way to tie the on-premise server with another one for their New York office, the network team attempted to find a cloud-based solution.

“ We had initially tried out other solutions, but it wasn't giving me the EAP-TLS, certificate-based authentication that I wanted.”

They learned about SecureW2 as well as other possible alternatives through the Mac Admin Slack community and decided to first give other platforms an initial shot.

They found that the solution helped, but Instrument's employees were forced to use password-based authentication, which is far less secure than certificate based-authorization.

It also didn't offer a PKI solution that they deemed suitable for their needs. They attempted to remedy this by creating and implementing their own PKI, however their PKI solution proved to be more harm than good as the IT department, which consists of three people, simply didn't have the time needed to maintain a PKI of the size that they required.

“To be honest, I didn't have the time or in-house expertise to setup, maintain and secure the on-premise key infrastructure” said Brent, an IT representative.

**IN ORDER TO FULFILL ALL REQUIREMENTS THAT INSTRUMENT WAS LOOKING FOR, THEY NEEDED:**

- An easy to use PKI infrastructure.
- Simple integration with Jamf.
- A cloud based solution to tie security from their Portland and New York offices.

**“The time saving and the ease of deployment were far and away better with SecureW2.”**

Furthermore, Instrument wanted the ability to integrate with Jamf for automatic enrollment based on a managed and trusted device.

## Implementing The Solution

After performing some cost-benefit analysis, Brent concluded that while their initial solution was inexpensive on paper, the cost of implementing a Symantec PKI and potentially needing a new on-premise server in New York created a far greater cost than an all-inclusive package with SecureW2.

Brent stated, **“We were basically able to retire our directory server and our RADIUS server. So that gave me a win of being able to remove the physical boxes that were running those services before and just have it all managed in the cloud.”**

Instrument decided to implement SecureW2’s cloud PKI solution over Christmas break in 2019. When the employees came back, the IT department was delighted to find that the onboarding process was easy and hassle free.

SecureW2’s cloud PKI also allowed for easy integration with Jamf and allowed for network security management from anywhere in the world. This allows Brent to manage both the Portland office and the New York office from wherever he sees fit.

**“I can set up the authentication for our New York office from Portland and have them authenticate without me ever having to be there or do anything more than just being on a browser.”**

## Evaluating Success

With the new system in place, Instrument has enjoyed the ease and simplicity of a cloud-based network that allows both offices to be integrated with one another.

The use of EAP-TLS, certificate-based authentication has also eliminated all the headaches associated with passwords. Brent states that “nobody talks about their Wi-Fi password anymore. It’s just assumed that it’s going to work.” Compare this to before SecureW2; if an employee forgot a password, IT was forced to reset the passwords for the entire directory.

The misconception about the difficulty of setting up EAP-TLS has turned away some in the past, but in reality, it can be a simple process with the proper PKI. EAP-TLS offers the highest level of security, and SecureW2’s JoinNow Suite makes the authentication process quick and easy. Our cloud-based solution allows organizations like Instrument to get rid of pricey on-premise servers to reduce cost and increase efficiency.

**“The support was amazing. And it still is amazing. I would definitely recommend it.”**

Whether you are using managed devices or BYODs, SecureW2 can help streamline your networks’ onboarding process and provide you with amazing support to ensure any questions you have regarding your network are answered.

“I came into the conversation with SecureW2 thinking about security. But after seeing how easy it was to deploy, realized this is going to be not only more secure, but it’ll be way easier”