CASE STUDY

SINGAPORE POOLS

How Singapore Pools Secured External Vendor Access and Added Zero-Trust Capabilities

CHALLENGES

Existing Security Solution Lacked Robust Access Controls and Were Approaching End-of-Life

- Existing SSH solution was approaching end of life – leading to non-compliance with certain data security regulations. The only option – to upgrade, was prohibitively expensive.
- Existing Access Management (PAM) solution lacked robust external vendor access Controls and was limited to internal use only.

Remote Access for External Vendors was Slow and Required a Secondary Device

- External vendors and consultants had to carry 2 laptops - one of which is used exclusively to access Singapore Pools' servers and databases via VPN.
- The laptops issued by Singapore Pools could not connect to internet for security purposes, which added another layer of complexity when conducting work and presenting in virtual meetings.

**ABOUT
SINGAPORE POOLS**

Singapore Pools Limited is a state-owned lottery subsidiary company in Singapore. As a wholly owned subsidiary of the Tote Board, it is the only operator that is legally allowed to run lotteries in Singapore.

"Thanks to Mamori, we no longer have to carry two laptops when working with Singapore Pools."

CY
PwC Consultant

mamori.io

THE SOLUTION - MAMORI.IO

Singapore Pools Enabled Secure, Targeted Access for External Vendors to the Appropriate Servers with Full Audit Trail and Monitoring

- SG Pools implemented sophisticated role-based security policies with 2FA on all access to govern who could access which servers, when and how.
- All accesses are logged, monitored and recorded. Every entry timestamped, geo-coded and tagged with identity and origin details.
- Implemented custom authentication and approval workflows by country, time and individual user roles and seniority, all of which are logged and audited.

Singapore Pools Enabled Secure, Convenient Access to Servers and Databases without requiring VPN or a Secondary Device

- External vendors no longer needed to use the laptops issued by SG Pools and their VPN. Instead, they can now use their own laptops or other devices to access SG Pools' servers and databases via a web portal.
- Because internet connection is required, external vendors can now share their screen when presenting in a conference call with SG Pools, making collaboration much easier.

> Mamori was able to fill the security gaps of our existing Privileged Access Management solution and secure our entire external vendor access environment.
>
> **Victor Liu**
> Singapore Pools

RESULTS

Compliance by Monitoring the Entire External Vendor Access Environment with Zero Trust Capabilities

- With Mamori.io, Singapore Pools is now compliant with local regulations because they now have the ability to monitor the entire external vendor access environment.
- Another added benefit of implementing Mamori.io is that Singapore Pools now has zero-trust capabilities. mamori.io enables supports 2FA on different levels of access to many resource types – from the network to servers and databases.

Increased Productivity and Collaboration with External Vendors

- Productivity for external vendors and consultants skyrocketed when they no longer required two laptops to complete their tasks, which translates to less billable hours.
- Collaboration between SG Pools and external vendors also reached a new high. A meeting that normally required one hour now only needs forty minutes.
- External vendors and consultants can also securely access SG Pools' servers and database when working from home or over the weekend.

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