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Case Study

Streamlining Contractor Access for Greater Security and Efficiency

A global chemical manufacturer with operations across the Americas and Europe relied heavily on third-party contractors to support enterprise and operational systems. The existing access solution —built around legacy terminal services—was cumbersome, inconsistent, and difficult to secure. Contractor onboarding required multiple departments across geographies, slowing down work and creating risk exposure.

> "With Dispel, we finally moved away from cumbersome VPNs and terminal services. Contractor access is now secure, auditable, and fast to provision—helping our teams complete projects on time while reducing risk across our global operations."
>
> -Regional Infrastructure Manager, Chemical Manufacturer

The Challenge

The organization faced a set of recurring problems with its legacy remote access model:

- **Complex provisioning:** Multiple groups had to coordinate, slowing setup.
- **Limited controls:** VPN and terminal services could not restrict access to specific systems or ports.
- **Operational bottlenecks:** Contractors often struggled to connect, delaying projects and support.
- **No session visibility:** Activities were unrecorded, leaving compliance and audit gaps.

The Solution

The manufacturer adopted a session-based remote access platform designed for secure contractor enablement. Key features included:

- **Granular, role-based controls:** Contractors received access only to specific systems, ports, and resources needed for their task.
- **Session recording:** All remote sessions were logged and could be reviewed for compliance or investigations.
- **Simplified provisioning:** User groups allowed IT to invite multiple contractors at once and manage them collectively, reducing administrative overhead.
- **Secure connectivity:** Features such as per-session VPN tunnels ensured contractors connected only to the target resource, isolating access from the broader network.

The Impact

Deployment delivered clear improvements across security, operations, and efficiency:

- **Faster setup:** IT could now provision contractors directly, cutting delays.

- **Stronger security:** Access was limited to defined systems and ports, reducing exposure.

- **Audit readiness:** Recorded sessions provided compliance evidence without extra effort.

- **Operational efficiency:** Contractors connected reliably, enabling quicker response and reduced project timelines.

- **Scalability:** The model expanded from a single site to support 50–60 contractors across the US and Europe.

Key Takeaway

This case shows how moving from static VPNs and terminal services to a modern, session-based model improves both security and usability:

- Security controls must be fine-grained enough to align with compliance while not introducing operational friction.

- Centralizing provisioning within IT removes bottlenecks created by cross-departmental workflows.

- Session visibility and audibility turn contractor access from a compliance risk into a managed process.

- Starting with high-value systems (ERP, operational devices) and expanding gradually supports both quick wins and scalability.

Ready to take the first step toward OT Secure Remote Access with Dispel?

Book a demo for a free 30-day trial today.

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