

AERIAL TRAMWAYS AND STATE-OF-THE-ART SKI LIFTS AT THE HIGHEST PEAK IN GERMANY.

FACTS AND FIGURES



Staff: **450**



Founded in:
1928



Number of ski lifts and aerial tramways: **27**



Height: **2962 m**

RISING HIGH ABOVE THE CLOUDS WITH THREE WORLD RECORDS.

The Bayerische Zugspitzbahn Bergbahn AG is a company which utilizes a total of 27 mountain railways and ski lifts, as well as seven company-owned restaurants. The Zugspitzbahn company has been transporting people to heights of nearly 3,000 meters above sea level since 1928.

This historic and scenic place continues to be the inspiration which guides the mission of the more than 450 employees at Germany's highest peak.

With 3 world records, the Zugspitzbahn is also technologically "top-class" and has already implemented innovative and future-oriented solutions. The digital transformation doesn't seem to know any limits and is also presenting the operators of the ski lifts and trains with new challenges.

PRIVILEGED ACCESS FOR ESSENTIAL OPERATIONAL SYSTEMS

Remote maintenance is an integral part of the introduction and implementation of new systems, which is why-in addition to the Zugspitzbahn's own expertise- resources and skills from external partners are also utilized by the organization. The Zugspitzbahn has come to trust and rely on technology from Fudo Security.



Thanks to the remote maintenance by the vendor and our long-term partners, the systems can be maintained at any time and the smooth operation of the systems is guaranteed. This is a very important factor for us and our customers."

Christoph Elsner // **Head of IT**

Mr. Elsner has been with the Zugspitzbahn family for over 10 years and is the first point of contact for all things IT. He is a valued member of the organization and leads a growing IT team which currently has 4 members of staff members.

The organization is quite diverse, and faces many challenges. Furthermore, the steady advance of the digital transformation offer unique opportunities and new goals.

This is why care is always taken to integrate modern technologies in all areas. In addition to first-level support, looking after a large number of servers, active components and clients, the IT team is also responsible for numerous other roles and activities such as POS, access systems, telephony and digital radio systems.



ONCE UPON A TIME.....

"Before using Fudo PAM, we had to create various user accounts for various contractors when a new system to be remotely serviced was integrated. In addition, the remote maintenance software also had to be licensed and configured accordingly. All access data was then transmitted via secure channels, giving the contractor access to the relevant systems. Remote maintenance was usually registered and approved by our team. Longstanding and trustworthy business partners however, were able to access the corresponding systems at any time and would only inform us about their access and activities only from time-to-time." Recounts Mr. Elsner.

TRUST AND ITS SIDE EFFECTS

"A major pain point was the loss of control. If we weren't actively involved in remote maintenance, we didn't know who was working on the system, nor when any particular access had taken place. Furthermore, we had no idea what was going on during these remote sessions. Log files could only provide incomplete information, which is why the fear was always present. We felt that we could not ensure whether the administrative and privileged user accounts were adequately protected against unwanted access and data theft."

WHEN YOU CAN'T SEE THE FOREST FOR THE TREES

In the past, Mr. Elsner's team had always kept itself informed about remote maintenance solutions and had been on the lookout for more information about these solutions. However, a PAM solution always seemed to be under the radar. The term PAM was definitely present and the team came across it often in trade magazines and journals. However the connection was never made. The sparks just didn't go off.

"In discussions with our long-term contractor and analyst who looks after us in the field of IT security, the topic of privileged users and their remote access came up one day. This partner had also used our remote maintenance solution at the time to access our systems. In the course of the conversation, we made the decision to conduct a POC of Fudo PAM. **Thanks to the astonishingly fast integration, we were able to start testing immediately.**"

Fudo Security's test installation is available as a virtual appliance so that the solution and its functionality can be tested out more closely. This means that you quickly know what you are getting into and don't buy a "pig in a poke". **The integration takes only a few hours and is usually completed in one day.**

THE TRANSFORMATION

In addition to firewalls and endpoint security, people are also thinking about expanded security across the whole company. **Fudo PAM offers amazing features that help regain access control to the entire IT infrastructure.**



"We were impressed with the various types of recording, the search function in the sessions and the amazing performance. The variety of functions really convinced us. We were really amazed that the integration went incredibly quickly. We placed our Fudo PAM device into the server rack, plugged it into the network and we were DONE!"

Was there any resistance during the purchase decision?

"At the beginning there were objections as to whether such a solution was needed, whether such a purchase would pay off and whether the existing solution was not already sufficient for our needs. **However, when staff began to use the solution the last doubts disappeared. Our external contractors are enthusiastic because they only require one single access. They do not have to install any separate applications and can directly access all of the systems provided for them via the web portal.**"

When asked why such a solution was not used earlier, Mr. Elsner explains:

"Due to GDPR, our data protection officer had repeatedly addressed the need for better security for remote maintenance access to our systems. As always, however, it was a force of habit we were comfortable and familiar with our existing solution, and this prevented our team from making any changes for a long time."

CONCLUSION

The time-consuming and manual creation of remote maintenance access, active participation in meetings as a spectator and taking notes for documentation purposes are a thing of the past. **Work has become much more intuitive and legally secure without the need to install additional tools.** The multitude of options to view and browse sessions retrospectively is an incredible feature of Fudo PAM. The documentation of all activities on the relevant systems takes place automatically and amazes everyone involved. Getting to know basic functions is done in half a day, which is almost unbelievable with such a complex solution.

"We have resolutely achieved our goal of replacing the existing remote maintenance solution and ensuring compliance with security standards. We began with a POC test and were completely satisfied with the solution. **Our requirements have been fully met!**

If there is a need of a PAM solution, then Fudo PAM should definitely be considered, because Fudo PAM is a sensible purchase to regain the sovereignty of access to critical systems and to see who did what, where and how. **If Fudo PAM didn't exist, I would have to look around for an alternative and seriously ask myself: is it even possible to find such an impressive solution anywhere else?"**

