open **systems**

Partners Group
REALIZING POTENTIAL IN PRIVATE MARKETS

Secure, reliable IT networks reinforce a company's reputation and can help strengthen its brand

THE CHALLENGE

- Multi-cloud strategy

- Security as a core aspect of the network

- Monitoring and connectivity especially with regard to security

- Fast integration of new companies and sites into network

THE SOLUTION

- Secure SD-WAN by Open Systems

- 24x7 operations and security monitoring by level-3 engineers

THE RESULTS

- Flexibility and security when connecting new cloud systems

- Working together as equals to develop best solution

- Fast and secure integration of new companies and sites into network

The company

Partners Group is a global private markets asset management firm with over USD 94 billion in investment programs under management in private equity, private debt, private real estate and private infrastructure. The firm manages a broad range of funds, structured products and customized portfolios for an international clientele of institutional investors, private banks and other financial institutions. Partners Group is headquartered in Zug, Switzerland and has 20 offices worldwide. It creates value in its investments through active and long-term responsible ownership.

THE CHALLENGE

IT security has long been a key issue for the financial industry, but lately the securing of networks has gained much more relevance in other sectors too. The reasons are changes in the underlying conditions in which global companies operate today: with the expansion of internal and external networks, companies have become increasingly infrastructure dependent. Also, the technologies deployed have become more complex and the outside threat scenario is different from what it used to be. In the early days, an attacker was motivated primarily by technical challenges. Nowadays, attacks are mostly financially motivated. According to the Managing Director of Partners Group, "It's clear: no professional company today can afford not to treat IT security as a priority."

For Partners Group, IT security means not only that data and mission-critical applications are protected from unauthorized access. It is just as important that they are accessible by authorized users via reliable and trusted connections at all times and from anywhere. Only then can it be guaranteed that staff, customers and
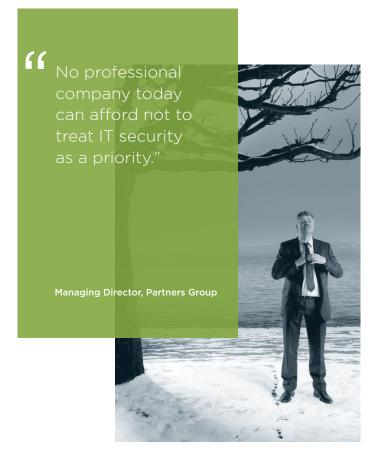
partners are able to work with the information they need – around the globe, around the clock. But running a secure and reliable network also includes making provisions in the areas of disaster recovery and business continuity. A trustworthy partner is expected to be prepared for emergency scenarios, so as to keep potential downtimes to a minimum. A secure, reliable IT infrastructure has a positive influence on a company's reputation and helps strengthen the brand in a competitive environment. At Partners Group, "Not only our employees but also our customers, partners and regulatory authorities expect us to work in an absolutely professional and reliable manner with regard to our IT and communications infrastructure. Experience has shown that there is little tolerance for mistakes in this area: it can take years to build up a good brand and reputation, only for it to be severely damaged or even completely ruined by a single security failure."

If a glitch does occur, the way a company deals with it is absolutely crucial. In the early days, most efforts in the area of IT security were undertaken merely to comply with regulatory requirements. Today many companies are doing more than just meeting the standards set by the regulators. They have recognized the necessity of protecting their reputation – and with it their brand.

"In our case, it begins even before the actual start of any collaboration. Before a customer invests in our products and services, he goes over our company with a fine-toothed comb, as it were. This is called "due diligence" and is carried out by major independent auditors. The process appraises not only the range of products and services, but also whether a company is professionally managed in every respect. IT is a very important component of this audit."

THE SOLUTION

Partners Group deployed Open Systems Secure SD-WAN with Secure Web Gateway, Secure Email Gateway and BGP Router, and launched a pilot project to gain further insights into monitoring.

> " No professional company today can afford not to treat IT security as a priority."
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> **Managing Director, Partners Group**

THE RESULTS

"The switch to Open Systems services was a real eye-opener for us! The quality of the services and of the flawless operation was everything we could have asked for. The changeover went without a hitch, and thanks to the transparent monitoring data that Mission Control supplies, we were also able to identify a few holes in our setup and close them very quickly."

Recognized by auditors
The services from Open Systems are known to the auditors and fully qualify as professional protection.

Monitoring of ISPs
The monitoring of ISPs by Open Systems Mission Control revealed that Partners Group was not getting the bandwidth specified in its Service Level Agreement with the ISP. After that, Partners Group could confront its ISP with concrete numbers and insist on the performance they had agreed on – and paid for.

O open systems

Open Systems is a secure access service edge (SASE) pioneer that enables organizations to connect to themselves, to the cloud, and to the rest of the world. With cloud-native architecture, secure intelligent edge, hybrid cloud support, 24x7 operations by level-3 engineers, and predictive analytics, the Open Systems SASE delivers a complete solution to network and security.