

Accops empowers Ecom Express to enable seamless WFH and secure endpoint connectivity

Jaideep Singh, IT Infrastructure Head, Ecom Express

ABOUT ECOM EXPRESS

Ecom Express Limited is a leading technology-enabled full-stack logistics solutions provider to the e-commerce industry - headquartered in Gurugram, Haryana. Ecom Express uses cutting-edge technology and automated solutions to enable first-mile pickup, processing, network optimization, and last-mile delivery. The company's products include Ecom Express Services (EXS), Ecom Fulfilment Services (EFS), and Ecom Digital Services (EDS).

Ecom Express has its presence in 29 states of the country and operates in over 2750+ towns across 27,000+ PIN codes in India. The company is the first private logistics company in India to envision a full-state coverage strategy - to reach every doorstep in every city, town, and village of a state. This strategy is currently operational in 25 states in India. Ecom Express has the capability to deliver to over 1.3 billion people, i.e., 95%+ of India's population. Ecom Express marked its maiden venture outside the country in early 2021 with its investment in Paperfly, Bangladesh's largest third-party e-commerce logistics (3PL) firm.

CHALLENGES

- Instant onboarding of a business site
- Data security is a major concern because WFH users work on unpatched personal laptops & unsecured networks
- Hardware-dependent security solution - a BIG NO
- PCI compliance is non-negotiable
- Compliance with cybersecurity norms is mandatory for Amazon, Flipkart, and other customers
- Info-security became a key business enabler

SOLUTION

- Accops HySecure Zero Trust-based security solution deployed to deliver applications from the cloud for last-mile delivery
- A software security solution seamlessly blending into existing infrastructure
- HySecure, provided secure remote access to the organization's resources using any device, from anywhere
- Comprehensive WFH solution, that ensures BAU in any crisis.

BENEFITS

- Increased business agility to onboard all new sites in a day.



Jaideep Singh

- Provide priority access to the core business applications through any machine, including Android
- Dynamic access through untrusted networks is now possible
- HySecure gave the IT department the much-needed confidence to take an aggressive role in Ecom's growth story
- Software-based solution saved almost 20%+ in direct costs

WHAT WAS ECOM EXPRESS LOOKING FOR?

Talking about the need of the hour, Mr. Jaideep Singh, the IT Infrastructure Head opined, "Our quest for technology and automation to create more efficiency is never-ending. Our 50,000+ well-trained and skilled force

ensures the highest standards of quality, performance, and response 24 hours a day, seven days a week. All the digital transformation translates to a potentially huge attack surface. We were looking for a cyber-security solution that would be a partner in growth and not an impediment in our workflows.”

NEED TO SECURE DISTRIBUTED OPERATIONS AND NETWORK

Back in 2013, when Ecom Express started, cyber security was not a priority. But as e-commerce came of age around 2015, the organization got serious. Access to Oracle and cloud-based ERP – the lifeline of the company needed to be secured. Moreover, from management to the last mile delivery agent needed to be secured. The users connected to the organization’s infrastructure using data cards to broadband from the office, from home, and on-field.

HARDWARE-BASED SECURITY – NO, NOT INTERESTED

While considering options, Mr. Jaideep was clear that he did not wish to opt for a hardware-dependent security solution. He realized early on that a hardware-dependent solution would be difficult to scale. It would never be able to match the pace with the stringent and rapid deployment needs. Hardware-based security meant a lot of reconfiguration and re-alignment of the organization’s resources. So, the ask was clearly for a software-based solution.

NEED FOR CYBERSECURITY COMPLIANCE

Once the market matured post-2015, the size and strategic importance of the database became crucial. Any security breach translated to operational breakdown. Moreover, PCI compliance became non-negotiable. Giving details, Mr. Jaideep said, “Amazon and Flipkart are some of our biggest customers. Cybersecurity is a mandatory requirement for all these customers. Hence, cybersecurity is mandatory for customer retention and business growth.”

BUSINESS REQUIREMENTS

- During the peak phase, Ecom grows by almost 200+ new locations
- Needed secure connectivity for every Ecom employee from anywhere, using any device
- A minimally invasive software solution that would blend into the existing infrastructure seamlessly
- PCI compliance is non-negotiable
- Rapid scalability of the security solution was a mandatory requirement
- Customers and internal auditors perform periodic audits and VA/PT. All these tests are needed to clear with ease
- Technical resources are a luxury, so the solution should not be expertise hungry
- Ecom was not keen to build an on- premise data center, but always wanted to move to the cloud to ensure 24x7 – 100% connectivity

PRODUCTS DEPLOYED

HySecure: Zero Trust Application Access Gateway

• The Accops solution - HySecure Deployment

Accops HySecure was deployed in the organization’s cloud setup. The solution hit the road running. Being a Zero Trust and a software-based security solution, it ticked all the boxes. Being a software security solution, it blended into the Ecom Express network seamlessly. For authentication, HySecure relies on the Ecom Expresses’ Active Directory (AD) server. The integration enables Single Sign On (SSO).

• Boundless operation

The IT infrastructure department could now proudly say that “The IT department is faster than the business, and so it is a growth enabler.” The previous apprehensions related to cybersecurity and unauthorized access are now history.

• Scalability simplified

Initially, Ecom started with a handful of licenses to test the waters. By 2022 they have reached around 2300 concurrent licenses. At the click of a button, Mr. Jaideep adds hundreds of new delivery centers every year.

The IT team at Ecom Express is up for the challenge. They boldly match pace with the ever-expanding business.

“Our 50,000+ well-trained and skilled force ensures the highest standards of quality, performance, and response 24 hours a day, seven days a week. Our digitized end-to-end operations enhance the speed of our pick-up and delivery services leading to utmost efficiency through improved utilization of processing time, efficient route optimization, and real-time electronic proof of delivery. All this digital transformation translates into a potentially huge attack surface. We were looking for a cyber-security solution that would be a partner in growth and not an impediment in our workflows. Accops met the requirements and did it.” Mr. Jaideep Singh, IT Infrastructure Head, Ecom Express.

CONCLUSION

Accops HySecure’s simple security has benefited all the departments of Ecom Express by providing cybersecurity that has been a business enabler. The HySecure scalability advantage has empowered Ecom Express to scale unmatched heights, effortlessly.

“The IT department is faster than the business, and so it is a growth enabler. At the click of a button, I add hundreds of new delivery centers every year. Initially, we started with a handful of licenses to test the waters. By 2022 we have reached somewhere around 2300 concurrent licenses. The Turbo feature of HySecure provides priority access to the core business applications over any machines, including Android devices. There were times when we had just 1-2 desktops handling almost 4000 locations. Accops enables us to put in our day’s work from anywhere.” Mr. Jaideep Singh, IT Infrastructure Head, Ecom Express.