



## Zero Compromise with Zero Trust: How Softway Italy is Securing its Hybrid Workforce and Boosting Productivity



**Industry:**  
Consulting & Systems Integration

**Location:**  
Rome, Italy

**Solution:**  
Cisco Secure Access

Based in Rome, Softway Italy is a consulting firm specializing in systems integration, offering solutions across switching, security, computing, and VoIP. The firm is both a Cisco customer and a partner, relying on a broad range of Cisco security products, solutions, and technologies to design and deploy customer solutions. Recently, Softway Italy implemented Cisco Secure Access to enhance the security and user experience for its remote workforce.

Softway Italy is passionate about delivering superior products, services, and expertise to solve their clients' challenges. But like many companies back in 2020, the sudden requirement to enable a remote workforce, prompted by COVID-19, created significant operational and security challenges for both the company and its employees.

- **Fragmented user experience and productivity losses:** Remote employees were frustrated with inconsistent and unreliable access to corporate applications, which created a noticeable impact on productivity and overall business operations.
- **VPN access and authentication failures:** Remote workers found it difficult to log into the VPN due to credential issues or access restrictions. Without access to critical resources, responding to customers and completing important tasks were frequently delayed.
- **Security concerns:** Softway's growing remote workforce significantly increased the company's attack surface. Without a zero-trust framework in place, Softway lacked the ability to enforce granular access controls, increasing the risk of unauthorized access to critical applications.

"Secure Access is delivering a seamless and unified experience for our employees, enabling them to work efficiently and securely from any location. By enforcing zero trust policies using Secure Access, we can safeguard our remote workforce and ensure security is never compromised, no matter where business happens."



— Luigi Marcocchia,  
President of the Board, Softway Italy

## From Evaluation to Action: Protecting Users with Cloud-Agile Security

Softway Italy wanted a modern solution that could deliver a unified user experience between office and home while also protecting remote workers by applying zero trust policies. The decision to adopt Secure Access was driven by Softway Italy's leadership. "Our President saw Secure Access demonstrated at Cisco Live and was extremely impressed," explained Simone Stellato, System and Security Specialist at Softway Italy. "He asked us to explore the potential of replacing Cisco Umbrella with Secure Access, so that we could get critical security features we wanted like zero trust."

With their Umbrella Secure Internet Gateway licenses nearing expiration, there was also a pressing need to act. After a rapid evaluation process, Softway Italy chose Secure Access for several key reasons:

- Offered the modern security and zero trust architecture needed to optimize the remote worker experience while using least privilege principles
- Delivered a universal and seamless user experience, regardless of location
- Cisco's commitment to ensuring a swift transition from Umbrella to Secure Access without disrupting business operations
- Seamless integration with their existing Cisco security solutions would provide a single ecosystem

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– Simone Stellato,  
System and Security Specialist, Softway Italy

## A Swift Transition to Transparent and Frictionless Secure Access

Softway Italy's migration from Umbrella to Secure Access, "was simple and smooth, and we completed it in just two weeks," said Stellato. With support from Cisco, Softway identified security coverage gaps and quickly addressed these issues to optimize their setup. "Having Cisco's support helped us get up to speed quickly."

Today, Softway Italy is using or planning to use the following Secure Access capabilities:

**Secure Internet Access (SIA):** The team replaced their existing Umbrella DNS protection and web proxy capabilities with Secure Access - Internet Access (SIA), rolling the feature out to every employee to provide seamless, consistent security enforcement across all devices, regardless of location.

**Secure Private Access (SPA):** SPA will soon be rolled out to all employees, enabling the company to move away from traditional VPNs while ensuring employees only gain access to the resources they need.

**Zero trust security:** Although zero trust has not yet been fully implemented, plans are in motion to enforce device posture checks and implement granular access controls to ensure only registered, compliant devices can access critical applications.

**Centralized management and policy consolidation:** Integrating multiple security capabilities under a single dashboard has reduced the complexity of managing separate firewalls, DNS-layer protection, and web security policies, improving operational efficiency.

**A unified security approach with Cisco solutions:** Softway Italy is using a broad range of Cisco security solutions, including the Breach Protection Suite which is comprised of Secure Endpoint, Secure Email Threat Defense, Cisco XDR and Secure Network Analytics. The Breach Protection Suite unifies visibility and prioritizes and contextualizes threats to empower analysts with new levels of insights.

Softway Italy has also deployed Secure Firewall and Secure Email Cloud Gateway, and they are in the process of rolling out Identity Services Engine (ISE).

## A Unified Approach to Connecting and Protecting Anyone, Anywhere

“Secure Access is delivering a seamless and unified experience for our employees, enabling them to work efficiently and securely from any location,” says Luigi Marcocchia, President of the Board at Softway Italy. “By enforcing zero trust policies, we are safeguarding our remote workforce and ensuring that security is never compromised, no matter where business happens.”

Measurable improvements in Softway Italy’s security and operational efficiency include:

**Enhanced security posture:** Secure Access is providing greater visibility and control over remote access security. Employees now work under a unified security framework, ensuring consistent protection across locations.

**Fewer IT support tickets:** The volume of help desk tickets related to remote access problems has significantly dropped, and Stellato says, “we’ve had at least 20% fewer complaints about VPN issues such as connectivity failures.”

**Improved productivity:** Employees now have seamless, secure access to business-critical applications from the office, at home or on the go, eliminating downtime caused by authentication issues. Stellato explains, “our remote workers are 25% more productive with fast access to the essential applications they depend on, including file-sharing and ticketing platforms.”

**Operational efficiency gains:** Consolidating multiple security tools into a single platform has reduced administrative overhead. “The ability to manage our security policies from a single dashboard vs. through multiple disparate systems is making security administration much more efficient,” explains Stellato.

**Faster deployment of security features:** It’s now easier to roll out additional security policies, including zero trust frameworks, with Secure Access’s integrated architecture. “The fact that we can manage everything in one place and know that our users are protected, no matter where they work, has been a major improvement for us.”

## Supporting Business Growth with a Future-Ready Security Strategy

Using SIA has already enhanced protection for Softway Italy’s remote users, and the planned expansion of zero trust policies will further reinforce security across the organization. As a Cisco partner, Softway Italy is also helping its own customers optimize productivity and security by adopting Secure Access and implementing zero-trust.

Looking ahead, Stellato says they are confident in their investment in Secure Access and anticipate even greater efficiency and security benefits as they continue to leverage the solution’s full capabilities. “With a simplified security architecture and a unified policy framework, we are now well-positioned to adapt to future challenges and scale our security strategy to meet the growing needs of our business.”