

Securing Privileged Access: Vingåkers Kommun Elevates Security and Streamlines IT Operations with Heimdal PASM

Case Study – Public Sector, Local Government (Sweden)

CHALLENGES

- **High-Risk Legacy Access:** The IT department previously used direct RDP access from staff computers to servers, posing a direct threat of lateral movement and complete compromise (e.g., pass-the-hash attacks) if a workstation was breached.
- **Inefficient Access Methodology:** The transition to a jump server solution was cumbersome, inflexible, and still relied on basic, single credentials, lacking essential security layers like Multi-Factor Authentication (MFA) and Conditional Access.
- **Uncontrolled External Access:** External system vendors, contractors, and specialized staff (like electricians) required access to the server infrastructure via VPN and RDP. The security team had zero control over the security posture of these unmanaged, untrusted third-party endpoints.
- **Operational Friction:** The complex VPN and RDP setup was error-prone, leading to frequent support requests and consuming valuable IT resources.

SOLUTION

Vingåkers Kommun conducted a competitive review and ultimately selected Heimdal's PASM platform for its combination of security features, usability, and strategic alignment.

Key Components Deployed:

- **Privileged Access and Session Management (PASM):** A modern, zero-trust solution deployed to replace the previous jump server and RDP architecture, securing access for both internal IT staff and external consultants. tools (Go-to-Support, VNC, TeamViewer) for efficient administration.

Key Decision Drivers:

- **Superior Usability:** The PASM interface was simple, clear, and easy to use, a decisive factor that won the head-to-head battle against a competitor with a complex, unusable interface.
- **Nordic Vendor Alignment:** Choosing Heimdal provided strategic value as a trusted Nordic provider, helping the municipality diversify its vendor landscape away from large global corporations.
- **Cost Efficiency:** Heimdal was positioned very well from an investment perspective, offering a robust security solution without the excessive cost of alternatives.

INTRODUCTION

Vingåkers Kommun (Vingåker Municipality) faced a critical internal security challenge: the need to replace its high-risk, unmanageable jump server environment with a modern, zero-trust solution for managing privileged access. The municipality recognized the significant risk posed by direct RDP connections and unmanaged external consultant endpoints. To enhance security and simplify workflows for its 700 employees, Vingåkers Kommun chose Heimdal's **Privileged Access and Session Management (PASM)** solution.



**Vingåkers
kommun**

ABOUT THE MUNICIPALITY OF VINGÅKER

Vingåker is a close-knit Swedish municipality supporting approximately 9,000 residents and a dedicated staff of 700. It offers a strong community life, values modern digital access, and maintains core principles of courage, responsibility, and respect. The municipality's IT strategy prioritizes security and efficiency to support a supportive, flexible, and growing workplace while protecting public data and infrastructure.

IMPACT AND BENEFITS

- **Zero-Trust Security Achieved:** The high-risk RDP connection model was eliminated. Access now requires HTTPS to the PASM solution, securing the server infrastructure from direct endpoint connection risk.
- **Significantly Enhanced Internal Security:** Internal privileged access moved from a single username/password model to a robust framework utilizing MFA, Conditional Access, and Session Monitoring.
- **Secured External Access:** External parties (vendors, contractors, etc.) no longer connect via unsecured RDP from untrusted endpoints. They now use secure, controlled HTTPS access to the PASM solution, giving the municipality full control and visibility.
- **Operational Simplicity and Time Savings:** The quick and clear workflow, including the ability to run with or without Just-in-Time (JIT) access, eliminated the repeated errors experienced with the old RDP/VPN setups. This simplicity resulted in demonstrable savings in support time.
- **Rapid Deployment and Change Management:** Setting up new users and making policy changes is quick, clear, and functional immediately upon handover, ensuring ease of use for the IT team and the end-user.
- **Exceptional Support:** The municipality benefited from fantastic support and responsiveness from Heimdal, demonstrating commitment to a small organization.



WHY HEIMDAL FOR EU & NORDICS LOCAL GOVERNMENT

Local government bodies are prime targets for cyberattacks and require solutions that ensure compliance and protect citizen data without complex management overhead. Heimdal delivers robust security that respects public budgets and governance models.

- **Privileged Access Control:** Heimdal PASM is purpose-built to enforce least privilege, protecting server infrastructure and preventing lateral movement by eliminating high-risk RDP access from both internal staff and untrusted third-party endpoints.
- **Nordic Trust and Partnership:** As a trusted Nordic vendor, Heimdal provides a secure, reliable alternative to larger global corporations, aligning with the public sector's need for vendor diversification and adherence to strict data handling standards.
- **Operational Efficiency:** The platform streamlines complex access requests and authorization workflows (JIT, MFA, Conditional Access) into a single, simple, web-based interface, freeing up time for lean IT teams that were previously spent troubleshooting legacy access issues.
- **Scalable & Budget-Conscious:** PASM offers maximum security features, including full session recording and auditing, at a highly competitive investment level, ensuring the municipality delivers the best security value for its citizens' tax money.

CONCLUSION

By choosing Heimdal PASM, Vingåkers Kommun successfully closed a critical security gap, moving from an insecure access model to a simple, secure, and clear workflow. The solution delivered robust privileged access control, enhanced external consultant management, and provided a strong return on investment through reduced support costs, affirming the strategic decision to partner with a reliable Nordic vendor.



"It's very common for municipalities to have external consultants who need access to the server infrastructure... This is where PASM has really made things much easier for the users, both for external consultants and the IT department, and it's significantly more secure."

- Kalle Osbäck,

IT Strategist, Vingåkers Kommun



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