SECUREPASS · TELECOMMUNICATIONS · LATIN AMERICA

A Regional ISP in Latin America Secures Technical Staff Access and Meets Data Protection Compliance Requirements with eMudhra SecurePass

SECTOR	REGION	SOLUTION
Telecommunications	Latin America	SecurePass

CLIENT OVERVIEW

The organisation is a regional internet service provider in South America offering broadband and business connectivity services to around 180,000 residential and SME subscribers. The company employs approximately 420 staff across network operations, technical support, customer care, and administration. Operating under the country's data protection framework, the company has been reviewing its internal controls to ensure that access to subscriber data and network management systems meets regulatory requirements.

THE CHALLENGE

The company's technical support and network operations staff accessed subscriber management systems, network provisioning tools, and billing platforms using password-only authentication. Under the national data protection law, the company was required to demonstrate that access to systems holding subscriber personal data was appropriately controlled — including the use of strong authentication for staff accessing those systems. An internal compliance review found that the provisioning process for new staff was informal and varied by team, and that access was rarely reviewed or updated when staff moved between roles. Two over-privileged accounts were found during the review — one for a staff member who had been promoted and retained access to their previous role's systems, and one for a contractor whose engagement had ended but whose account remained active. The company's legal team flagged the situation as a potential compliance exposure under the data protection framework.

> *"Our legal team pointed out that password-only access to subscriber data systems, combined with accounts we couldn't account for, was a potential compliance issue under the data protection law. We needed to fix it before it became a problem."*
>
> **Head of IT and Compliance**

THE SOLUTION

eMudhra deployed SecurePass to address the access management gaps identified in the compliance review. A centralised identity directory was set up, integrating with the company's HR system to automate provisioning and deactivation. The two over-privileged and stale accounts identified in the review were corrected immediately. MFA was enforced using TOTP for all access to subscriber management and billing systems — directly addressing the data protection compliance requirement. SSO was configured for subscriber management, network provisioning, billing, and the HR system, reducing the credential overhead for staff. Role-based access profiles were defined for technical support, network operations, customer care, and administration, with subscriber data access explicitly restricted to roles that required it. A quarterly access review was set up to maintain ongoing compliance with the data protection framework.

RESULTS

MFA was deployed on all subscriber data systems within five weeks. The stale and over-privileged accounts were addressed in the first week. The company's legal team reviewed the deployment and confirmed that the access controls met the data protection framework requirements for systems holding subscriber personal data.

METRIC	BEFORE	AFTER
MFA on subscriber data systems	Password only; compliance gap	TOTP MFA enforced within 5 weeks
Stale and over-privileged accounts	2 identified; compliance exposure	Addressed in first week; controls in place
Provisioning process	Informal; inconsistent across teams	Automated HR-integrated lifecycle management
Subscriber data access control	No role restriction enforcement	RBAC restricting data access to authorised roles only
Data protection compliance	Potential exposure flagged by legal team	Legal team confirmed controls meet framework requirements

About eMudhra. eMudhra is a globally trusted provider of digital trust services, offering eSignatures, PKI, Certificate Lifecycle Management, Multi-Factor Authentication and Identity & Access Management solutions. Licensed by the Controller of Certifying Authorities (CCA), India, eMudhra serves 1,000+ enterprises across 40+ countries, helping organisations build secure, compliant and paperless digital ecosystems.

Customer name withheld for confidentiality.