

The SGS logo is positioned in the top right corner of the page. It consists of the letters 'SGS' in a bold, white, sans-serif font, with a thin orange vertical line to the right of the letters and a thin orange horizontal line below them, forming a partial crosshair.

When you need to be sure

REMOTE ACCESS TO YOUR LEGACY- & STANDALONE INSTALLATIONS

...even on Segregated Networks or completely Offline.

This case study has been created in collaboration between SGS & BifrostConnect.

SGS, a global leader in testing and certification, faced recurring challenges with remote access to isolated laboratory systems in Portugal and the Netherlands. Technicians and vendors often needed urgent access for commissioning, troubleshooting, and incident response, but traditional solutions were either non-compliant, too slow, or required costly on-site visits.

To address this, SGS deployed BifrostConnect, a hardware-based remote access solution designed for IT and OT environments – even when systems are air-gapped, standalone, or completely offline. The plug-and-play device enabled secure, session-based access without network modifications or exposure, fully approved by SGS's global security team.



BIFROST
connect

www.bifrostconnect.com

REMOTE
ACCESS
AS IT
SHOULD
BE

SGS PORTUGAL SECURE REMOTE ACCESS TO SUPPORT SEGREGATED SYSTEMS

“THIS IS THE KIND OF SOLUTION THAT SHOULD BE EVALUATED. IT PROVIDES ACCESS TO SYSTEMS ON SEGREGATED NETWORKS, ALLOWING TECHNICIANS TO PERFORM TESTS AND HELPING SUPPLIERS REDUCE SUPPORT TIME FOR LABORATORY EQUIPMENT.”

Paulo Alexandre,
IT Manager,
SGS Portugal



Challenge:

Lab technicians and external vendors needed access to a network isolated systems for monitoring and support - especially during nights or weekends. Without a compliant remote access solution, support was delayed or required travel.

Implementation:

SGS Portugal deployed BifrostConnect to securely bridge this gap. The solution allowed compliant, real-time access to segregated lab systems - without modifying endpoints or exposing the network.

Results:

- Reduced delays with immediate remote access
- Reduced need for on-site vendor visits
- Enabled 24/7 technician access
- Approved by SGS's global security team
- Simple to deploy, no software or network changes



SGS NETHERLANDS SUPPORTING LAB AUTOMATION

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When you need to be sure

In one of SGS's labs, a ground robot prepares and transports environmental samples - critical for lab throughput and accuracy. The robot runs on a standalone PC, making traditional remote access impractical.

Challenge:

Lab Manager Jan Wilgers previously had to travel to the site, including outside working hours, to troubleshoot robot issues. This led to delays, risks to sample integrity, and operational bottlenecks.

Implementation:

Therefore, BifrostConnect was introduced during the robot's commissioning. It allowed Jan to access the robot remotely, assess issues, and resolve them in real-time, without needing physical presence.



Results:

- Avoided approx. four 150 km round-trips in the first month
- Enabled real-time remote troubleshooting
- Maintained lab throughput during commissioning
- Reduced operational stress and cost

"FOR ME, BIFROSTCONNECT WAS THE ONLY OPTION. IT LET ME STAY INVOLVED WITHOUT BEING ON-SITE 24/7. I COULD GUIDE THE PROCESS, ASSIST THE VENDOR, AND STILL KEEP OPERATIONS RUNNING SMOOTHLY."

JAN WILGERS,
LAB MANAGER



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SGS NETHERLANDS PORTABLE "FIRST AID KIT"

To support other labs, SGS keeps a BifrostConnect device on standby as a "first aid kit" for temporary or emergency access. When a lab needs support, IT connects the device to the relevant equipment, enabling fast and secure remote troubleshooting.

This model eliminates the need for long approval flows or on-site visits- while preserving full control over who can access what and when.

Security & IT Alignment:

BifrostConnect is approved by SGS's global security team and meets internal compliance standards. It enables remote support while ensuring:

- No endpoint modification
- No network exposure
- Time-limited access managed through a secure portal
- Clear separation of internal systems and external users

Bifrost Unit



**"THE FIRST AID KIT
DEVICE IS A FLEXIBLE
BACKUP. IT'S ALWAYS
READY TO GO WHEN
WE NEED IT."**

— Leroy Muntslag,
IT Project Manager



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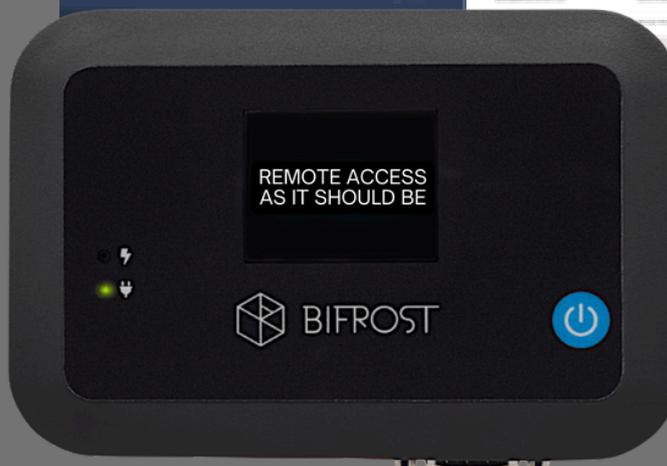
***“REMOTE ACCESS USED
TO BE COMPLICATED AND SLOW.***

***BIFROSTCONNECT CHANGED THAT
- IT JUST WORKS WHEN WE NEED IT TO.”***

Leroy Muntslag,
IT Project Manager

Results included:

- Immediate remote support replacing delayed responses
- Reduced need for travel and on-site vendor visits
- 24/7 secure technician access across teams and sites
- Improved lab throughput and operational continuity
- Compliance with internal security standards



With BifrostConnect, SGS achieved faster incident response, minimised downtime, and increased efficiency in critical laboratory operations - without compromising security or compliance.