CASE STUDY

SafeNet Authentication Service Helps Build for the Future

Focused on contributing to the development of a sustainable society, this forward-thinking civil engineering and construction corporation utilizes Gemalto’s SafeNet Authentication Service to manage employee, sub-contractor, and partner access to project resources.

Business Challenge

With robust solutions for infrastructure, energy, and architecture, and a global customer base, the Company needed the ability to work closely with sub-contractors and partners. They wanted a solution that would make it easy to grant certain access levels to these users, and equally as easy to remove access when the project was complete.

Previously, the Company had been using RSA SecurID for more than a decade, but as they continued to expand globally, security administrators found that the solution was too complex to manage and caused excessive administrative overhead. The Company began the search for a solution that would allow them to add and remove users quickly, and enable regional IT administrators to manage users at a local level and in their local language. Cost aside, the Company required a solution with the ability to authenticate through SMS and software-based smartphone tokens, either through a mobile connection or Wi-Fi. They were also looking for a solution with a strong integration with Microsoft Active Directory, an essential element missing from their existing RSA solution.

Challenge

When their previous strong authentication solution could no longer meet the needs of their growing company, the Company began the search for a solution that would create a flexible, automated authentication process. They also required a solution with strong integration to Microsoft Active Directory, a key element missing from their current authentication provider.

Solution

The Company chose to implement SafeNet Authentication Service (SAS), a cloud-based authentication solution, along with MobilePASS OTP phone-based tokens, and out-of-band SMS authentication.

Results

SafeNet Authentication Service provides the flexibility and automation that the Company needs to operate at a global level, while reducing cost and resources on administration and ongoing management of their strong authentication environment. SafeNet Authentication Service also provides the company with a strong integration to Microsoft Active Directory, further streamlining their identity and access management.
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The Solution:
While researching solutions, the IT Systems Engineer read that Gemalto (formerly SafeNet) was positioned in the Leaders quadrant of the Gartner Magic Quadrant for User Authentication report. After evaluating the solution, the Company decided to implement SafeNet Authentication Service to secure and manage employee, sub-contractor, and partner access to corporate web applications and project resources. SafeNet Authentication Service is an award-winning, industry-leading authentication service. Strong authentication is made easy and efficient through the flexibility and scalability of SafeNet Authentication Service’s automation. In addition, management capabilities and processes are fully automated and customizable—making it quick and easy for administrators to provision tokens, and manage users.

Though the Company prefers the user simplicity of Gemalto’s out-of-band SMS authentication, they also chose to deploy SafeNet MobilePASS—a software OTP solution for mobile phones and desktops. Since many construction sites are in remote locations or have building elements that interfere with cellular reception, the MobilePASS smartphone app enables users to authenticate via Wi-Fi so they are never out of touch.

The Benefits
> Automation and ease of management - Unlike RSA, SafeNet Authentication Service automates common functions such as user enrollment and revoking privileges, so administrators are easily able to grant access for sub-contractors, partners, and consultants—and then just as easily delete access at the conclusion of the joint project.

> Reduced costs - "The decrease in administration cost is monumental," said their lead IT System Engineer. He estimates that managing users in SafeNet Authentication Service requires only 25 percent of his administrator’s time compared to the previous solution, enabling his staff to be reallocated to business-critical projects. Now, the majority of authentication administration tasks are handled by the IT help desk.

> Strong integration with Active Directory - SafeNet Authentication Service automatically synchronizes existing user identities and new authentication privileges. Authentication licenses are automatically freed when users are deleted from Active Directory.

> Local language support - The Company was able to move to a regional operations model, including local language interfaces and user alerts. Now, corporate staff can focus on main organization initiatives, and local IT managers are able to easily manage users in their region.

With Gemalto, the Company is assured that as they continue to grow and expand globally, their authentication management solution will be primed and ready to grow with them.

About Gemalto’s SafeNet Identity and Data Protection Solutions
Gemalto’s portfolio of Identity and Data Protection solutions offers one of the most complete portfolios of enterprise security solutions in the world, enabling its customers to enjoy industry-leading protection of data, digital identities, payments and transactions—from the edge to the core. Gemalto’s SafeNet Identity and Data Protection solutions enable enterprises across many verticals, including major financial institutions and governments, to take a data-centric approach to security by utilizing innovative encryption methods, best-in-class crypto management techniques, and strong authentication and identity management solutions to protect what matters, where it matters. Through these solutions, Gemalto helps organizations achieve compliance with stringent data privacy regulations and ensure that sensitive corporate assets, customer information, and digital transactions are safe from exposure and manipulation in order to protect customer trust in an increasingly digital world.

"We needed a change. RSA SecurID was complex, expensive and really did not meet all of our needs. SafeNet Authentication Service makes it easier for our administrators to manage access to corporate resources, reducing the cost and resources needed for this process. The decrease in administration cost is monumental."

- Lead IT System Engineer

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