

Customer Success Story

Secured Authentication — in Dead Spots as well



„With mOTP we meet our security standards regardless of quality of the mobile communications network.“

Alexander Dowerfill, System Administrator AEB GmbH

The Client

As a SaaS provider, the Stuttgart software company AEB complies with highest security standards. Not only apply the standards to the customer data in the high performance data center but apply also to the access to the internal network. In addition to username and password the staff members authenticate with a sms, or alternatively with a mOTP which independently works from a mobile network – by now all over the world .

Authentications to the Internal Network are Self-Evident .

An external access, however, requires special security measures. Therefore, for 3 years by now AEB requires an additional sms authentication for each access to its own Citrix Access Gateway.

By extending the knowledge factor (name and password) with the possession factor (sms code) the security level increases. The monitoring and the management of the identification are operated by Swiss SafeLab's clearly arranged software M.ID Suite.

Knowledge Factor + Possession Factor = Increased Security

The Challenge

So, no problems at all? Sometimes there are. For example if the GSM connection is poor. Until the sms has reached the subsidiary company in Singapore, the sms code is often not valid anymore. Another problem arises with dead spots. "This dilemma was especially impressive with the sms authentication while management board conferences in the Schwarzwald. The tallest person had to reached for the ceiling in order to receive the sms", general manager Maria Meissner reports. Others have to climb on top of a small hill or step outside the front door before they can login into the Home Office.

SMS Authentication Poses Difficulties

In short: The sms authentication poses difficulties at some places, especially affecting mobile workers but also entire field offices. Therefore, a workaround without compromising security had to be developed.



AEB

Head office of AEB GmbH
Stuttgart, Germany

Subsidiary Companies

AEB Asia Pacific Ltd
AEB International Ltd
AEB Switzerland AG

Branch

Software Company,
IT Services

Staff Members

over 400

Internet

www.aeb.de
www.aeb-solutions.com

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„Some of our staff members save time and energy at the same or higher level of security.“

Martin Setzler, IT Security Manager, AEB GmbH

The Solution

“The possession factor should somehow be achieved by other means”, AEB’s system administrator Alexander Downtill thought. His idea: To simply use the existing mobile phones as code generators for the established mOTP (mobile One Time Password). “With a mOTP we meet our security standards since the generation of the mOTP is protected by a PIN and makes us independent of the quality of the mobile communications network”.

Secure Access at the Push of a Button: mOTP

In order to monitor and administrate these “one time passwords”, similar to the already operational sms authentication, Alexander Downtill approached Swiss SafeLab. Swiss SafeLab’s development manager Daniel Mühlemann embraced the idea immediately. The possibility to securely login into the company network, only with a stand-alone mobile solution like an iPad, seemed to be a high-potential added value to him.

“The high standard of technological understanding between both sides allowed a efficient project process”, Swiss SafeLab’s Daniel Mühlemann declared satisfied. “We always complied with the fixed deadlines, except perhaps during the holiday season”, Alexander Downtill adds, who was impressed by his partner’s programming, despite being on holidays in the United States. Hence, during the project process the importance of the technical preconditions of a (mobile) workspace of the future was proven.

The Added Value

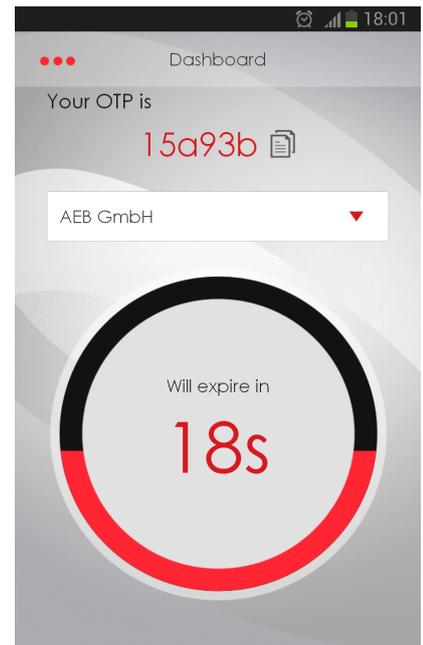
„It was less about the financial profit. Further we did not want, by hook or crook, to force a return on investment, although I am convinced that the investment will pay out alone considering the elimination of sms costs”, Martin Setzler, IT Security Manager of AEB, says. “The most important thing for us is that some staff members save time and energy at the same or higher level of security and therefore, concentrate on our core business. And this is exactly what this application stands out for”.

Saved Time and Energy Benefit the Core Business

The Result

Staff members who have made good experience with the sms authentication so far do not have to switch of course. “mOTP is an option not an obligation”, Martin Setzler emphasizes, “because security that is also fun is really effective.

Not only AEB’s staff members profit from the new options. Daniel Mühlemann says: “The mOTP feature, which we implemented for AEB into our two-factor authentication solution ‘M.ID Suite’, went live on October 4, 2011 in Stuttgart. On October 6, we provided the new release for download on our website and less than 48 hours later another client already installed the update.”



Access at the push of a button: by the use of a mOTP-App

Four Advantages with Swiss SafeLab M.ID Suite at a Glance

- Dead spots and poor GSM connections are no problem when authenticating
- Code generation both by SMS and mOTP app possible
- Lower costs at telecommunication partner
- More options for the mobile worker

