

# The municipality of Arnhem deploys VASCO's DIGIPASS GO 6 and DIGIPASS Plug-in for Novell to guarantee secure remote access for its employees

Arnhem is a flourishing city and municipality in the east of the Netherlands with more than 147,000 inhabitants. The local government fulfills the role of service provider to the local people, taking care of administrative duties as well as developing policies in domains such as environment, education and infrastructure. To allow its employees to work from home or while on the road in a secure and easy way, the municipality decided to deploy strong two-factor authentication to secure its remote access solution. Arnhem opted for VASCO's DIGIPASS GO 6 and DIGIPASS Plug-in for Novell to guarantee secure (remote) access to the local government's network.



## A MODERN AND FLEXIBLE ORGANIZATION

The municipality of Arnhem is a local government aiming to be a high quality service provider to the inhabitants, organizations and companies. A customer-oriented approach is the main philosophy. A good example is the introduction of the so called Digital Office, allowing citizens to request services or documents via the Internet.

"In order to offer our clients the best service we can, we have to invest in our employees, providing them with a good working climate and the right infrastructure", says John Jacobs, who works at the Technical Support Department of the municipality of Arnhem. "For instance, employees have to be able to work from home or while on the road. This is an advantage for both employees and our clients: working from home offers more flexibility and keeps the employees motivated, resulting in better service providing for the citizens. This philosophy reflects the core values we focus on as a local government, such as flexibility, effectiveness, integrity and a people-oriented approach."

## STRONG AUTHENTICATION TO SAFEGUARD CONFIDENTIAL INFORMATION

Although remote access offers different advantages, it also involves a lot of perils if not protected well. Remote workers at the municipality of Arnhem are required to access client data, confidential documents and other sensitive information. However, the possibility arises of unauthorized users also obtaining this kind of information and using it to their advantage. When remote access is only protected with a weak static password, it is very easy for fraudsters to gain access to the organization's network. The consequences could be disastrous, as the databases of a local government contain private documents and confidential information. A very effective way to minimize the risk of identity fraud and unauthorized access is two-factor authentication.

VASCO Data Security is a world leader in strong authentication with a lot of experience in security solutions for companies and organization deploying

remote access. VASCO's solutions replace insecure static passwords with dynamic ones (one-time-passwords or OTPs). Dynamic passwords are only valid for a limited amount of time and cannot be reused at the next logon, therefore ensuring only authorized users gain access and reducing the risk of password fraud. "Strong authentication has always been a prerogative, considering our employees are working with a lot of confidential data and other sensitive information", continues John Jacobs. "We chose VASCO because of different reasons. First of all, VASCO's authentication solutions minimize the total cost of ownership. Second, the solutions we opted for – DIGIPASS GO 6 authenticators and DIGIPASS Plug-in for Novell at the back-end – could be seamlessly integrated into our existing IT infrastructure. And, last but not least, the long life expectancy of the authentication devices was also an important reason to choose VASCO to secure our remote access solution."

DIGIPASS Plug-in for Novell is a result of VASCO's cooperation with Novell and a secure, affordable and user-friendly authentication solution for remote network access and web applications. The solution natively integrates with NMAS (Novell Modular Authentication Service), allowing users to quickly set up and use existing NMAS enabled applications without having to make modifications to the existing infrastructure. This VASCO solution does not require the acquisition and management of an additional authentication server, reducing both cost and complexity of deployment. This allowed the municipality of Arnhem to perfectly



fit the solution within their existing infrastructure for remote access and easily manage the authentication process. Securelink, VASCO's partner and a leading security and networking integrator in Belgium and the Netherlands, was able to easily implement the solution in the municipality's IT infrastructure in cooperation with the Technical Service department of Arnhem.

**OVER A THOUSAND EMPLOYEES LOG-ON WITH DIGIPASS GO 6**

Together with DIGIPASS Plug-in for Novell, the municipality of Arnhem went for DIGIPASS GO 6 authentication devices. These one-button, easy to use authenticators are an effective measure against identity theft and e-fraud. At the push of a button, DIGIPASS GO 6 produces a one-time-password. When working from home or on the road and logging in to the network, employees at the municipality of Arnhem have to type in their username, PIN code and OTP generated by their DIGIPASS GO 6. The DIGIPASS Plug-in for Novell will intercept these data submitted by the user and perform an authentication session. Once approved, the employee will gain authorized access to the network and applications. This method is very transparent to the users, allowing them to log-on securely in a user-friendly way. The approximate lifetime expectancy of seven years makes DIGIPASS GO 6 a highly reliable device. This allows the municipality of Arnhem to be sure that the devices distributed amongst the employees will last for a long period of time. Over a thousand employees have been equipped with DIGIPASS GO 6 to safely log-on to the network when working out of office.

"Allowing our employees to work from home without having to worry about security issues allows our municipality to work in a flexible way and improve the service level towards the citizens", says John Jacobs. "Of course, we needed an effective security solution to avoid unauthorized access and possible abuse of confidential data. DIGIPASS Plug-in for Novell and DIGIPASS GO 6 met all the requirements we had for a security solution: they are effective, could be seamlessly integrated in our existing infrastructure, and at the same time remain affordable and user-friendly. The integrated solution is very stable and easy to manage, and the end-users easily accepted the authentication devices.

Our employees are able to securely log-on and work anywhere and at any time, and we can be sure that all of our data remain well protected."



**Objective**

The municipality of Arnhem was searching for a secure and easy way to allow employees to work from home.

**Challenge**

The security solution needed to fit perfectly into the existing infrastructure, while the total cost of ownership needed to remain low.

**Solution**

The combination of VASCO's DIGIPASS Plug-in for Novell and DIGIPASS GO 6 could be seamlessly integrated in the municipality's remote access solution. Because additional installations were unnecessary and thanks to the long lifetime span of the authentication devices, the costs remained low.

**About the municipality of Arnhem**

Arnhem is a city and a municipality in the east of the Netherlands. It is the capital of the province of Gelderland. Arnhem counts more than 147,000 inhabitants and is part of the so called town region of Arnhem Nijmegen. The municipality's responsibilities include domains such as living, welfare, education, sport, environment and infrastructure. But the municipality of Arnhem also performs administrative duties such as issuing identity cards, certificates, licenses, etc. More and more products and services can be requested using the Digital Office.

**About VASCO**

VASCO is a leading supplier of strong authentication and e-signature solutions and services specializing in Internet Security applications and transactions. VASCO has positioned itself as a global software company for Internet Security and designs, develops, markets and supports patented DIGIPASS®, DIGIPASS PLUS®, VACMAN®, IDENTIKEY® and aXsGUARD® authentication products. VASCO's prime markets are the financial sector, enterprise security, e-commerce and e-government.

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