

# BEST, world leader in sorting technology, secures LAN with DIGIPASS technology and aXsGUARD and equips every one of its sorting machines with Personal aXsGUARD

BEST is an innovative company specialized in manufacturing sorting machinery for the food and non-food industry. To guarantee a flawless installation at the customer's site and to provide customers with remote support and maintenance, BEST built-in VASCO's aXsGUARD technology in its machines. Furthermore, the company secures access to its local network, Citrix XenApp and Outlook Web Access with a combination of aXsGUARD Gatekeeper and DIGIPASS authenticators.



BEST, which stands for Belgian Electronic Sorting Technology, is a world leader with ample experience in designing and manufacturing state-of-the-art sorters. The company uses the

latest and most advanced optical technologies to achieve the highest efficiency in sorting products and materials in various industries.

## ON THE LOOKOUT FOR A UNIFORM SECURITY ENVIRONMENT

The company wanted to secure its local area network as well as its webmail and Citrix XenApp from unauthorized access. Additionally, BEST provides remote support and maintenance to its customers and experienced a lot of difficulties with unstable VPN connections at the customer's site. Furthermore, the company needed to overcome troubles that arose with the different systems and infrastructure installed at the customer's end in order to set up remote online support and integrate the machinery into its existing ERP system.

"We explored the market for a security solution that could fulfill all of our requirements and would enable us to create a uniform environment for our customers, service engineers, employees and resellers alike", says Geert Cuppens, System Administrator at BEST. "VASCO's product portfolio fully matched our security needs and prerequisites."

## SECURE NETWORK & MAIL TRAFFIC THANKS TO aXsGUARD GATEKEEPER

"Firstly we deployed aXsGUARD Gatekeeper which enabled us to implement a firewall, route our network traffic and control all e-mail traffic", says Geert Cuppens.

aXsGUARD Gatekeeper acts as a gateway between the company's network and the internet. The appliance's anti-virus, anti-spyware and anti-phishing features keeps BEST's network and mail traffic free from malevolent programs, bugs or codes, without having to install dedicated software on every end-user's PC. In

addition, the content scanning license prevents malware affliction through mail and web access. Websites can be blocked based on URLs or blacklists which are automatically and continuously updated.

aXsGUARD Gatekeeper is a modular communications solution that is extremely scalable allowing companies to add functionalities to the appliance to fit growing needs. In a later phase, BEST integrated other aXsGUARD functionalities such as Public DNS and high-availability.

"Thanks to the DNS feature, we are able to manage our own domain names and create aliases for servers and URLs", Geert says. "The feature also provides us with the possibility to build complete redundancy for all servers that we host internally ensuring high-availability. aXsGUARD Gatekeeper is truly an all-in-one solution that provides us with the maximum of security and an easy to maintain environment."



## DEDICATED AUTHENTICATION APPLIANCE FOR SECURE REMOTE ACCESS

Besides network security, BEST deployed aXsGUARD Identifier to secure remote access to its business applications for its employees, service engineers and resellers. "We needed a security solution that could enable secure remote access to our Citrix platform, Outlook Web Access and ERP system and that could provide an extra security layer to ensure that our business critical data remain safeguarded.

BEST installed aXsGUARD Identifier as a dedicated authentication appliance that manages all authentication requests. aXsGUARD Identifier is a plug-and-play authentication appliance that simplifies the deployment of two-factor authentication across an entire company. All administration functions are conveniently accessible through a web-based user interface, making remote or outsourced administration possible. Automatic updates, both online and offline, with a complete fail safe mechanism keep the appliance up-to-date with the latest software changes with a minimum effort and risk.

### DIGIPASS TECHNOLOGY ADDS AN EXTRA SECURITY LAYER

BEST decided to complement the aXsGUARD Identifier solution with VASCO's DIGIPASS one-button authenticators. These devices generate strong dynamic passwords that can only be used once and expire automatically after a short, predefined amount of time. By adding DIGIPASS authentication, BEST can be ensured that only authorized persons have access to its business-critical data. Employees, resellers and service engineers can log-on to the Citrix portal, check their e-mail and access the ERP system using their DIGIPASS from any PC with an internet connection at any given time. The DIGIPASS technology hence not only strengthened security within the company, but also greatly increased flexibility.



“DIGIPASS replaces weak static passwords, enhancing our security infrastructure”, says Geert. “The devices were very easy to deploy and integrate as VASCO has default plug-ins for Citrix and Outlook Web Access. We experienced no integration issues at all and the solution was up and running in no time at all.”

### PERSONAL AXSGUARD RESOLVES INTEGRATION AND VPN HASSLES

As a world leader in sorting technology, BEST serves an international clientele. In the past, the company was confronted with a lot of difficulties concerning instable VPN connections and installation problems at the customer's site.

BEST's machines need to connect to the company's ERP system in order for its service engineers to perform updates and provide remote support and maintenance. This often posed problems as VPN connections were down or service engineers spent a lot of time in configuring the machinery to access the sorter from BEST's headquarters. Furthermore, BEST's customers not always have a dedicated IT expert and IT resources are in some cases very limited.

The company was therefore looking for a solution that could overcome these predicaments enabling its service engineers to perform their tasks in a time-conscious and efficient manner. Again, VASCO's aXsGUARD technology proved to meet all requirements.

### BUILT-IN AXSGUARD ALLOWS OPTIMAL REMOTE SUPPORT

BEST built-in Personal aXsGUARD appliances into its sorting machines. Personal aXsGUARD is a small appliance with which a secure VPN connection can be set

up. The plug-and-play appliance communicates with the main aXsGUARD at BEST's headquarters and is fully integrated into the company's ERP system. Service engineers are able to perform remote maintenance, update software, transfer files and give online support to every customer worldwide. With one click, service engineers can access any customer's sorting machine.

Personal aXsGUARD enabled the company to connect to every sorter from any place at any given time. As it is a plug-and-play appliance, installation is very straightforward and doesn't require much IT knowledge, enabling BEST's customers to set up the sorter themselves.

Currently, BEST deployed 500 Personal aXsGUARD appliances worldwide. Every one of them is centrally managed from the company's headquarters.



“Before we deployed the Personal aXsGUARD solution, we experienced a lot of difficulties to provide remote support to our customers”, Geert Cuppens states. “Every customer had its own solution that needed to be integrated into our ERP system which often led to lots of frustration. Thanks to Personal aXsGUARD we now have control over how we can connect to our machines instead of having to rely on the customer himself. Every appliance is online and centrally managed from our headquarters. We now have a uniform and easy to install and maintain solution which allows us to focus on our business: providing remote support to the customer!”

### Objective

Secure BEST's local network, webmail and Citrix XenApp application against unauthorized access. Additionally, the solution should enable the company to host its own website and public DNS servers ensuring high availability. Furthermore, BEST needed a solution that would overcome integration difficulties with the customer's infrastructure and systems as well as problems associated with unstable VPN connections enabling the company to provide remote support and maintenance.

### Challenge

Deploy an integrated security solution to create a uniform IT environment for BEST's different user groups. The solution must be compatible with Citrix Xenapp en Outlook Web Access and must be integrated into BEST's ERP system while at the same time enhancing BEST's machinery and infrastructure enabling its service engineers to provide remote support and maintenance.

## Solution

VASCO's aXsGUARD technology provided BEST with a comprehensive and uniform solution. aXsGUARD Gatekeeper enables the company to host its own site and DNS servers ensuring high availability while at the same time protecting the company's e-mail traffic.

Remote access for employees, engineers and resellers is ensured by deploying aXsGUARD Identifier as dedicated authentication appliance in combination with DIGIPASS technology replacing weak static passwords with strong dynamic passwords hence strengthening security.

Additionally, every BEST sorting machine has a built-in personal aXsGUARD appliance that connects directly to BEST's main site and ERP system, solving problems with slow or instable VPN connections as well as integration difficulties with the customer's own infrastructure.

**aXsGUARD** **BEST** | **HELIUS**  
LASER SORTER

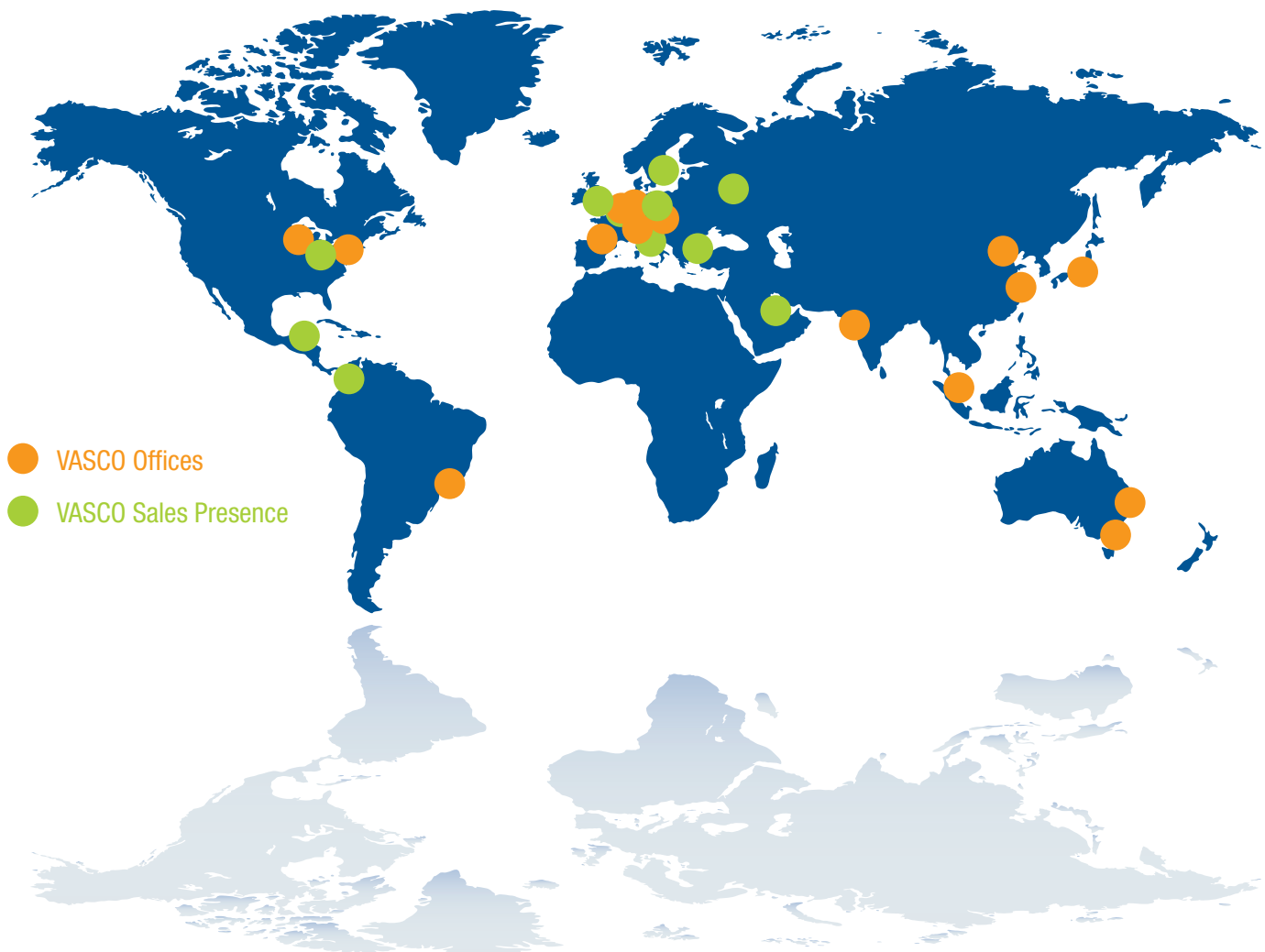
## About BEST

BEST is a world leader in sorting technology. As an innovative company, with years of experience in designing and manufacturing state-of-the-art sorters, BEST helps customers internationally in the food and non-food industry. By using the latest and most advanced optical technologies, BEST is able to achieve highest efficiency in sorting products and materials in various industries. The company is active in fifty countries and has a worldwide network of agents. [www.bestsorting.com](http://www.bestsorting.com)

## 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 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.

This document may contain trademarks of VASCO Data Security International, Inc. and its subsidiaries, which include VASCO, the VASCO "V" design, DIGIPASS, VACMAN, aXsGUARD and IDENTIKEY.



[www.vasco.com](http://www.vasco.com)

**CORPORATE HQ  
CHICAGO**

phone: +1 630 932 8844  
info-usa@vasco.com

**INTERNATIONAL HQ  
ZURICH (Europe)**

phone: +41 43 555 3500  
email: info-europe@vasco.com

**BRUSSELS (Europe)**

phone: +32 2 609 97 00  
email: info-europe@vasco.com

**BOSTON (North America)**

phone: +1 508 366 34 00  
email: info-usa@vasco.com

**SYDNEY (Pacific)**

phone: +61 2 8061 3700  
email: info-australia@vasco.com

**SINGAPORE (Asia)**

phone: + 65 6323 09 06  
email: info-asia@vasco.com