VALOREC SERVICES

Securing business in the face of a potential global pandemic

VEOLIA ENVIRONNEMENT

Key Requirements

- Strengthen disaster-recovery plans in the event of a global flu pandemic
- Cost-effective, easy-to-manage, secure remote access to the company network
- Enhanced authentication management that integrates with existing solution

Solution

- Upgraded to a new authentication-management system with a business-continuity option that temporarily expands a server license for a period of 60 days
- Created user profiles for more than 100 employees so they can use a one-time password to access the network remotely

Results

- Cost-effective, secure, remote-access solution that ensures continued operation in the event of a pandemic

"Thanks to RSA® SecurID® authentication, we have been able to accelerate our security policy by galvanizing our business disaster-recovery plans, enabling over 100 key personnel with secure remote access to our network in the event of a pandemic situation."

JOHN MARTINUSSEN, CIO, VALOREC SERVICES

Valorec Services is a waste- and energy-management company based in Basel, Switzerland. It employs approximately 300 people and its core business involves the supply and management of energy-carrying fluids, industrial waste collection and treatment, solvent recycling and incineration, and water management. As part of the global Veolia Group, Valorec Services is an important player in a larger energy- and waste-management conglomerate.

KEY REQUIREMENTS

The Veolia Group and its subsidiary have a highly regarded profile in the environmental-services and energy industries as leading players employing cutting-edge technologies and techniques to meet their customers' needs.

Specifically, within Switzerland, Valorec Services is one of the leading operators in this category, with blue-chip clients including the likes of pharmaceutical giant Novartis.

Mindful of the damage that could be caused by a pandemic outbreak and following warnings from the World Health Organization that a full pandemic was imminent, the company wanted to bolster its business-continuity plans.

Valorec's work is often sensitive, and almost always important in ensuring the continued operations of many of its clients. Many of its clients were also introducing contingency plans designed to cope with the outbreak of a pandemic.

To avert the potential devastation that a pandemic could wreak, Valorec determined that at least half of its employees would need remote access to its network to ensure ongoing operations in the face of a severe viral flu outbreak.

It needed an authentication-management solution that would give it the option of easily expanding remote access to key personnel in the event of a pandemic.

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SOLUTION

For several years, the company has been using RSA SecurID authentication from RSA, The Security Division of EMC. SecurID hardware tokens provide approximately 25 people with secure remote access to the Valorec network.

Most of these users are technical people requiring the anytime/anywhere access enabled by SecurID tokens. There are also four high-level management users who access sensitive network-based content via tokens.

In the event of a pandemic, Valorec identified more than 100 additional users with key positions across the company who would require secure remote access.

RSA SecurID authentication is supported by RSA Authentication Manager, the back-end software that manages and authorizes RSA SecurID users, providing support and protection for employees that log on from remote locations.

A new version of RSA Authentication Manager provided Valorec with a solution to introduce secure remote access to a far larger number of employees. RSA Authentication Manager includes a business-continuity option (BCO) which allows a company to temporarily expand its server license to meet an influx of large numbers of remote users.

A BCO license can be self-initiated up to six times during the three-year BCO license term and each initiation is good for 60 days. Deployment is done as needed with the Self Service module in the RSA Credential Manager, a component of RSA Authentication Manager, so users can securely access the network without overwhelming the IT help desk with requests.

Because of the BCO benefits, which dovetailed precisely with Valorec's pandemic needs, the company, along with its IT partner, ISPIN, implemented RSA Authentication Manager within weeks.

RESULTS

The management solution provides clientless strong authentication to the company's server for remote users. All they have to do is call up a Secure Socket Layer (SSL) VPN Terminal Server via the Internet and enter their token code. John Martinussen, CIO, Valorec Services, said: "This connection is very much integrated into our network. Access rights are controlled by us centrally, which makes it secure and easy to manage."

The company has created profiles for more than 100 BCO users; in the event of a pandemic, all they need to do is access the Valorec Internet address and enter their profile details. One-time password token codes are then delivered by short message service (SMS) or email, allowing the user to securely access the network.

Patrick Epper, Technical Engineer, Valorec, said: "It is the perfect solution. We don't have to install clients on users' laptops; we just create a profile for them on our server. We can define the length of time they have access, whether it's two hours, four hours or all day. If they need a new token code we can send them one within seconds. We now have a robust, reliable, and secure pandemic solution."

"RSA SecurID authentication provides us with a very cost-effective and easy-to-manage remote access solution. We don't need to install clients, saving costs and time, and we can manage access rights very simply from our server, ensuring only key employees access the network when required."

PATRICK EPPER, TECHNICAL ENGINEER, VALOREC SERVICES

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