

ApplicationNet puts faith in DIGIPASS software and IDENTIKEY to protect its online workspaces

ApplicationNet is a Dutch technology company that provides an online software package for companies that do not want to worry about ICT. ApplicationNet offers cloud based services to its customers. Thanks to the solution “Werkplek Online” – literally “Online workspace” - customers are able to work anywhere and anytime without any ICT concerns. As all data is stored online, it is obvious that these applications have to be safeguarded thoroughly. DIGIPASS GO 1, DIGIPASS for Mobile, Virtual DIGIPASS and IDENTIKEY server were considered to be most suited to secure the business-critical information.



Companies do not longer have to worry about ICT problems and resources, thanks to online software packages that are provided over the internet. A standard package can be extended with additional applications, adapted to a particular company's needs. There is only one requirement: the computer on which an employee wants to work, has to be connected to the internet.

Because these applications are cloud-based, ApplicationNet's companies always have the latest and most up-to-date versions at their disposal. As all applications – and thus all information – is filed on the internet, a trustworthy and solid security system had to be installed, to make sure this information would not fall into the wrong hands. Logging-on securely is a crucial part of ApplicationNet's service for “Werkplek Online”. Strong authentication offered the ideal solution.

WHAT DO YOU HAVE? WHAT DO YOU KNOW?

Strong authentication starts from the idea that two factors have to be present during the log-on process: something a user knows – in this case the e-mail address and password – and something a user has - in this case the DIGIPASS device that generates a one-time password (OTP).

Already from the beginning, ApplicationNet wanted the users of “Werkplek Online” to log-on with their e-mail addresses. However, this method was not yet deployed. VASCO and ApplicationNet joined forces and created a solution together. Finally, a satisfying log-on method was implemented. ApplicationNet definitely wanted to use the e-mail address for the login.

“Everybody knows his or her e-mail address by heart and it is easy to remember,” says Maarten de Vries, Managing director at ApplicationNet. “Ease of use is indeed considered of paramount importance by ApplicationNet.”

THE VERSATILITY OF DIGIPASS

If an employee logs-on at the company office, the authentication process and access to the online applications are guaranteed automatically by a self-service module. When logging-on from another place than the usual office, strong authentication is required. The user has to fill in username and

password, together with an extra one-time password, generated by DIGIPASS. This password is only valid for 32 seconds and cannot be reused. The OTP can be acquired via three different ways.

The first manner is the “physical” way and requires the use of DIGIPASS GO 1: a small, easy-to-use, single-button device. Only by pressing the button, an OTP will appear on the display.

Secondly, there is Virtual DIGIPASS, a software based authentication device that generates an OTP that is sent to the user's mobile phone. After the user has entered his user ID and PIN, an OTP is sent to the mobile phone via SMS.

Thirdly, ApplicationNet implemented DIGIPASS for Mobile whereby the dynamic password is generated on the mobile device itself. Once the little applet of DIGIPASS software is downloaded on the mobile phone, DIGIPASS for Mobile generates OTPs without sending an SMS.

“For our end-users, it was of large importance that the system security was trustworthy and user-friendly. Also, they like the fact that they can choose between different kinds of DIGIPASS: a “physical” device, an SMS-code or an application,” says Maarten de Vries. “Logging in securely is a crucial part of our service.”



STRINGENT GIVING OF RULES

However, user-friendliness was not the only important factor; two imposed standards were at least as important when choosing the appropriate security system. The solution had to comply with two standards: the ISO 27001 and the NEN 7510. The ISO 27001 is an Information Security Management System (ISMS) standard published by the International Organization for Standardization (ISO) to protect information safely. NEN 7510 is a standard enforced by the Dutch Committee for Standardization for information security in the healthcare sector.

“Thanks to VASCO’s DIGIPASS and IDENTIKEY, ApplicationNet became compliant with the requirements of the ISO 27001 and the NEN 7510 norm. Furthermore, we opted for VASCO as they have a reputation and image of being very safe. They also offer a very solid and reliable customer-related service for our organization,” says Maarten de Vries.



Objective

ApplicationNet wanted to secure its online applications for employees who log-on from another place than their usual office. Furthermore, companies that have signed up for ApplicationNet’s online services, store all their business-critical and private data online. Therefore, a trustworthy security system had to be set up in order to guarantee the confidentiality of the information.

Challenge

The solution had to meet the standards for information protection that were charged by ISO and NEN, respectively an international and Dutch standard. Additionally, ApplicationNet wanted to use the e-mail address in the log-on procedure, an aspect that still needed to be developed within the company’s procedures.

Solution

VASCO’s DIGIPASS technology combined with IDENTIKEY technology, allows users of “Werkplek Online” to safely log-on. ApplicationNet implemented both hardware - DIGIPASS GO 1 - and software authenticators - DIGIPASS for Mobile and Virtual DIGIPASS.

About ApplicationNet

ApplicationNet is the supplier of the service “Werkplek Online” (literally: Online Workspace). Its core activity is the supply of services for “Online Workspace”. The company offers several office applications online, such as the Microsoft Office program, Adobe or applications that are specific for one customer or another. With this service, ApplicationNet addresses organizations where IT is not a core business. The organization’s size is a determining factor for “Workspace Online”: the solution is extremely well suited for organizations with more than 150 users.

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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