Fire brigade of Dendermonde secures its Citrix network with DIGIPASS GO 3 technology and VACMAN

The Dendermonde fire brigade is a regional volunteer service, which is part of the fire department zone East. It acts officially under the authority of the town council. Besides fire fighting, the fire brigade is also responsible for other tasks such as the ambulance service, wasp extermination, interventions with hazardous substances, prevention and control visits,…

Because the firemen work on a voluntary basis, it is very important that they have secure remote access to the internal network and applications of the fire department from any location. To realize a secure remote access to the Citrix XenApp network, the Dendermonde fire brigade implemented DIGIPASS GO 3 in combination with VACMAN.

NETWORK AND APPLICATIONS ACCESSIBLE ANYTIME, ANYWHERE

Since almost all fire officers of the Dendermonde fire brigade work on a voluntary basis, remote access is a must. The fire officers also perform various administrative tasks, ranging from time and salary registration to the preparation of training courses and the quarterly reporting for the city council. Furthermore, every intervention needs to be registered. These various tasks cannot all be performed from the fire station as most fire fighters have a full time job as well. To enable remote access, the fire department deployed a VPN solution, but this didn’t meet all of their requirements. The connection was far too slow and availability was limited to certain PCs. Moreover, the solution proved to be too insecure as it relied on static passwords.

The fire department of Dendermonde was therefore on the lookout for a reliable and secure solution that would be available at any given time from any PC and which would be easy to implement without losing sight of user-friendliness.

USER-FRIENDLINESS AND FLEXIBILITY

The fire brigade of Dendermonde chose to implement DIGIPASS GO 3 in combination with VACMAN to secure its Citrix XenApp network. DIGIPASS GO 3 generates a dynamic one-time password at the push of a button. Every time one of the firemen logs-on, a new password is generated which will only be valid for 32 seconds, rendering it useless when intercepted by hackers as it cannot be reused. Thanks to DIGIPASS GO 3 confidential information is secured and cannot be intercepted by unauthorized persons.

VASCO’s DIGIPASS GO 3 enables volunteers to access the internal network and applications from any location”, says Rudy. “Thanks to this authentication solution we are no longer required to come to the fire station to log-on. Moreover, it allows me as IT responsible, to remotely restart the server should that be necessary as it is extremely important that they are available 24/7. The actual implementation went very smooth. We started at 8 a.m. and by evening, everything was up and running.”

A STRONG AUTHENTICATION SOLUTION GUARANTEES CONFIDENTIALITY

The fire department needed a secure remote access solution to protect its internal network and applications. All interventions are logged and processed in Abifire, the internal application of the Dendermonde fire brigade, in which all working hours and salaries of the volunteers are also recorded. “As the fire brigade often transports people with its ambulance service, we are obliged to adhere to the duty of medical professional confidentiality”, says Rudy Bijl from the Dendermonde fire brigade. It is evident that this information must be treated with the greatest confidentiality.

Additionally, the fire department wanted to make the centralized public disk on which all training courses and pictures are stored remotely accessible for all officers. In order to find the appropriate solution, the fire department explained its requirements to its IT partner IT1. “IT 1 has been a reliable partner for many years when it comes to IT solutions. When we presented our requirements, they proposed us to use VASCO’s secure remote access solutions”, Rudy says. “Besides, I was already familiar with VASCO as their solutions are widely used for internet banking. Seen that confidentiality was the major requirement, I presumed there would be no solution more safe than those used by banks.”
**Objective**

The firefighters of the Dendermonde fire brigade are volunteers who, adjacent to their day time job, make themselves available for the fire department. For these firemen, the fire department needed a secure remote access solution enabling its volunteers to log-on to the network from home or any location. Strong authentication methods needed to be put in place in order to protect confidential information and to adhere to the duty of medical professional confidentiality.

**Challenge**

Implement a robust and user-friendly remote access solution using strong authentication within a limited time frame.

**Solution**

DIGIPASS GO 3 in combination with VACMAN secures remote access to the Citrix network and applications of the Dendermonde fire brigade through the use of dynamic passwords. Officers and administrative employees can now securely log-on to the network and the department’s internal application from any location.

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**About fire brigade Dendermonde**

The Dendermonde fire brigade is a regional volunteer service, which is part of the fire department zone East. It acts officially under the authority of the town council. Besides fire fighting, the fire brigade is also responsible for 21 other tasks such as ambulance services, wasp extermination, interventions with hazardous substances, … The fire brigade of Dendermonde consists of 100 volunteers and one professional fireman.

**About IT1**

IT1, founded in 1995, is the partner for professional IT solutions and services. Located in Dendermonde it is one of the key players in the province of Oost-Vlaanderen. IT1 supplies and installs reliable ICT (total) solutions and services. IT1 today comprises a team of 20 professionals who are trained in the most various branches of the current IT landscape. IT1 has a portfolio of 500 active clients, mainly SMEs, and governmental enterprises. Since 2002, IT1 became part of Ocom, a purchase and marketing group that consists of nine renowned IT companies located across Flanders. Together they are one of the main players on the Belgian ICT market in the SME segment.

**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.