



Migros: Secure Network Access and Single Sign On to Multiple Applications and Portals

CASE STUDY

Benefits:

- Enhanced productivity
- Enhanced security
- Customer Acceptance and Convenience

Background

Migros-Genossenschafts-Bund is Switzerland's leading retailer and one of the top retailing groups in Europe. Migros operates through 10 cooperative companies with some 650 supermarkets located throughout Switzerland. Migros has also developed 45 subsidiaries and Migros-branded businesses including a bank, a travel agency, mobile phones and 14 food production companies. It employs more than 84,000 people and has revenues of approximately 24 billion USD.

Problem and Customer Need

Streamlining employee logon and access to multiple corporate applications and portals Migros employees routinely have to access approximately 50 corporate applications and web-based portals, both from within the network, and via remote access. All these applications require a username and password, which was causing a noticeable reduction in productivity as a result of time wasted from numerous logins and help desk calls due to forgotten passwords. Migros had already implemented a PKI infrastructure and was using certificates for employee access to certain applications. Migros' forward looking IT department wanted to leverage the company's existing PKI infrastructure in order to improve access security and streamline login procedures for employees by implementing a single authentication solution that would enable them to log on to all corporate applications with the same credentials.

While Migros' strategic goal was to create a comprehensive security access solution that would increase employee productivity and security, user acceptance, ease-of-use and convenience were also critical factors in assessing a potential solution.

Short term goals:

- Simplify employee logon to multiple corporate applications both from inside the network and via secure remote access
- Ensure user acceptance and satisfaction through ease of use and convenience
- Ensure support for heterogeneous environments (Linux, Windows, Mac)

Long term goals:

- Leverage the company's existing PKI environment to improve corporate security by expanding PKI usage
- Increase employee productivity while maintaining security
- Build a unified comprehensive security solution for the company's access needs

MIGROS

“SafeNet’s flexible authentication and single sign on solution integrated perfectly with our existing PKI environment and has enabled us to increase security as well as employee productivity. The fact that the solution proved so convenient, easy to use and beneficial to employees translated into broad employee acceptance and support. Thanks to SafeNet’s solution, we were able to increase security and make it easier and simpler for employees to go about their daily work routines.”

Rudolf Gisler, IT Application Security Officer, Migros

The Solution: SafeNet Certificate-based Solutions

Using SafeNet’s certificate-based eToken smart card combined with SafeNet’s PKI client middleware and Single Sign On (SSO) software, Migros successfully implemented a comprehensive security solution that went far beyond their initial need for a solution intended to simplify logon procedures. So far, Migros has deployed nearly 2,000 SafeNet eToken smart cards to employees.

SafeNet’s eToken smart card supports multiple security applications including:

- PC domain login: Certificate-based logon to Windows domain for employees working in the office
- Secure remote access via Cisco VPN
- Single Sign On: username and password credentials for employees to automatically log on to Windows and web-based applications. All logon credentials are safely stored on the SafeNet eToken smart card and enable employee access from any company PC/Notebook.
- Secure remote access to Outlook Web mail and other web-based applications
- Physical access to the company building and to certain areas within the building. Access control is based on RFID technology built into the eToken smart card.
- Payment in the staff restaurant and for food service machines. Payment is based on RFID technology built into the eToken smart card.
- Employee clock registration
- Employee ID badges
- Barcode for the Cumulus Loyalty Program

Solution Benefits

Enhanced productivity

- Reduced hassle and time spent on login procedures
- Faster logon times thanks to automatic logon screen fill-in and embedded user profiles
- Reduction in the number of helpdesk calls related to forgotten passwords

Enhanced security

- SafeNet’s solution enabled Migros to leverage its existing PKI security infrastructure to create a single comprehensive security solution based on strong authentication
- Increased security through the use of certificate-based access
- Reduced password vulnerabilities

Customer Acceptance and Convenience

- Thanks to convenience, ease-of-use and the tangible time-saving benefits that it provides, SafeNet’s eToken smart card has gained broad employee acceptance and popularity
- All-in-one security solution means that users need only a single SafeNet smart card to carry out multiple functions: single logon to multiple applications, secure remote access, corporate ID badge, building access

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About SafeNet eToken Smart Card

eToken PRO Smartcard enables strong user authentication, password management, secure digital signatures, and data security solutions. It also provides easy integration into Public Key Infrastructure (PKI) architectures, offering secure portable storage of keys and guaranteed non-repudiation for sensitive applications, such as online banking, stock trading, and e-commerce. eToken PRO Smartcard supports all eToken PKI and single sign-on applications, as well as software development tools for seamless integration with third-party applications.



About SafeNet

Founded in 1983, SafeNet is a global leader in information security. SafeNet protects its customers' most valuable assets, including identities, transactions, communications, data and software licensing, throughout the data lifecycle. More than 25,000 customers across both commercial enterprises and government agencies and in over 100 countries trust their information security needs to SafeNet.

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