



Knorr-Bremse Group

CASE STUDY

Background

The Knorr-Bremse Group, based in Munich, Germany, is the world's leading manufacturer of braking systems for rail and commercial vehicles. With thousands of users spread over the organization's global operations, secure access to the company's systems is essential.

The company was using a competitor solution for their remote access but wished to replace it with a more efficient solution that would enable them to expand to certificate-based (PKI) authentication with ease in the future.

“eToken's market-leading innovation and flexibility covered our current needs without restricting upcoming new authentication methods such as digital certificates”

Alireza Sha-Esmaeili
Senior Architect Corporate Network Security

Business Need and Challenges

Knorr-Bremse was seeking a secure remote access solution that would enable one device per user strong authentication to their existing Check Point IPSec VPN solution and Citrix applications. They also wished to add support for a new SSL-VPN portal that utilized X.509 certificates, integrated with their Microsoft Certificate Authority (MS CA) PKI solution. In addition, the company wanted a solution that enabled installation of the backend in a virtualized environment (VMWare ESX).

Able supported by Computacenter, Europe's leading IT infrastructure services provider, Knorr-Bremse evaluated a variety of solutions. Impressed by SafeNet's (Aladdin) broad range of authentication options, and attractive TCO, the decision to choose the eToken solution was unanimous.

As the company was using a competitor solution, they required a deployment that would enable parallel use of the old solution while migrating to the new eToken solution.

The Solution: eToken authenticators and eToken TMS

After evaluating various solutions, Knorr-Bremse selected SafeNet's eToken solution which consisted of the Token Management System (TMS), eToken PASS and eToken PRO authenticators. In a short pilot phase, the IT department tested interfaces to other systems and basic functionality.

Confident of success, Knorr-Bremse insisted that the proof of concept (POC) be carried out on production servers at headquarters. During the initial POC deployment, eToken TMS was easily integrated with the existing certification authority (MS CA), enabling both the first stage roll out of eToken PASS for OTP-based authentication and eToken PRO for future use of certificate-based authentication.

SafeNet (Aladdin) products are designed according to industry standards, and this enabled quick and easy integration into the existing User-Repository (Microsoft Active Directory), RADIUS servers and authentication processes. Based on the success of the POC, the actual deployment for HQ and the EMEA region was implemented within 15 days, and the entire project took less than three months.

As a global organization, Knorr-Bremse required a high availability solution that would enable redundancy worldwide. Computacenter ensured the high availability of the system by supporting the installation of the Backend in a virtualized environment (VMWare ESX) and installing two additional redundancy systems in APAC and NAFTA to grant high availability and failover functionality as well as 24/7 internal helpdesk. Utilizing a single database for all three TMS Systems, including several RADIUS Servers and dedicated configurations on the authentication systems (Checkpoint, Citrix, Juniper) in case of downtime in one location, the failover functionality using one of the two remaining sites can be realized very quick and easily.

To enable ease of management, the service, helpdesk and administration has been set up so that every team is able to manage their regions, groups, users and tokens with the necessary rights and duties. The Computacenter team provided "on the job" training to administrators and helpdesk staff during the installation and rollout of the pilot group. An intuitive web interface has made the rollout and management within the helpdesk processes simple and effective.

"eToken TMS' intuitive web-based self service was a winning factor in our decision-making process."

Alireza Sha-Esmaeili
Senior Architect Corporate Network Security.



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Solution Benefits

- **Rapid ROI** – eToken saves thousands of Euros a year, especially when compared to the previous solution which used a hardware token with a built-in end of life.
- **Enhanced productivity** – high availability and worldwide redundancy ensures Quality of Service 24/7.
- **User self-service** – users can easily manage their own tokens, significantly reducing the number of help desk calls and limiting employee downtime.
- **Flexibility to evolve** – eToken TMS ensures seamless migration from an OTP only to a combined OTP and certificate-based (PKI) strong authentication solution without investing in additional backend support.
- **Ease of use** – The administration and help desk staff were trained "on the job" with ease. Users have responded positively to the new authenticators and to the TMS Self Service Website, especially the remote capabilities which were not offered by the company's previous solution.

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.

About Knorr-Bremse Group

The Knorr-Bremse Group, based in Munich, Germany, is the world's leading manufacturer of braking systems for rail and commercial vehicles. For more than 100 years now the company has pioneered the development, production and marketing of state-of-the-art braking systems. Other lines of business include automatic door systems, rail vehicle air conditioning systems and torsional vibration dampers for internal combustion engines.

About Computacenter

Computacenter is Europe's leading multi-vendor IT infrastructure services provider. To us, customer proximity means understanding business requirements and reacting to these in a precise manner. On this basis, we develop, implement and operate tailor-made IT solutions for our customers. We evaluate the benefits of new technologies and swiftly and professionally integrate these into existing IT environments.

