



“A BIG SAVING AND AN EVEN BIGGER IMPROVEMENT”

ITS Nordic faced a dilemma. Their Remote Desktop service reaped great success by providing customers with an outsourced key-ready IT solution devoid of troubles. The problem, however, was that the authentication solution connected to the system was both administratively demanding and highly expensive. In order to take the Remote Desktop service to the next level and to scale it up in pace with increased customer traffic, a whole new approach was required to secure the login process.



Customer: ITS Nordic AB

Industry: IT hosting

Challenge: Reduce costs and minimise administration related to the use of two-factor authentication

Solution: Freja ID, Freja Self-Service Portal, Google Authenticator and hardware tokens

Result: Earned back the investment in less than a year and cust administration dramatically.

Number of users: More than 1000 (90% mobile tokens and 0% hardware tokens)

The challenge

ITS Nordic is a Swedish IT company that has reached great success with their user-friendly solutions, and today they are one of the fastest growing companies in Sweden. When they planned to update their popular Remote Desktop service, they went looking for a better solution that could manage secure customer login. Apart from paying a high user-based cost, their existing solution demanded a lot of helpdesk resources; they were flooded with support inquiries concerning login devices. In fact, the customers found the mobile tokens so difficult to install that the helpdesk was not even able to assist. Consequently, many support issues trickled down to the IT department, who soon realised that a system that required that much work was intolerable, especially if they would have to manage increased customer traffic and the ever-growing demand for mobile devices among their customers.

The solution

After having examined several different options, ITS Nordic decided on Freja ID, which was installed as a virtual server at the company. Initially, they were attracted by Freja's unlimited licensing model, which allowed them to scale up the number of customers to infinity without any cost increase. This feature alone would provide considerable savings. But Freja had additional benefits that would prove even more

“Our previous two-factor authentication solution served its purpose, but it required too much resources to distribute it to our customers. As a hosting company, we get lots of new users every week that need secure access to our systems. Freja and the Self-Service Portal have dramatically reduced the time it takes to channel these users into our systems, and our helpdesk has also noted a decrease in the number of authentication related inquiries. Apart from this, Freja also saves us a vast sum of money, which is a nice bonus.”

Hampus Dellenstedt, CTO, ITS Nordic AB

ABOUT ITS NORDIC

ITS Nordic provides innovative services within telecom, IT and printing. The service connected to Freja is called Remote Desktop, which means that a client's whole IT solution is hosted in ITS Nordics data centre. Every user attains his or hers own “desktop” that provides access to company documents, applications and services. All this is accessible regardless of the users location, and to increase the security surrounding this access, ITS Nordic is offering clients two-factor authentication with one-time passwords.

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significant. By combining Freja ID with Freja Self-Service Portal and Google Authenticator, ITS Nordic could reduce administration and device handling dramatically. As part of the solution, Verisec provided hardware tokens for those customers that still preferred this, but since the users could now manage these hardware tokens themselves – within the Freja Self-Service Portal – this administration was also relieved from the helpdesk and IT department.

The results

Freja ID and Freja Self-Service Portal were installed, and despite very specific technical prerequisites, the installation went smoothly. Verisec also solved – free of charge – many unforeseen challenges that weren't stated in the requirements specification. Within a year, ITS Nordic had earned back their investment compared to the cost of their previous solution, and in the long run these savings will continue to grow since the support fee for Freja is only a fraction of the price they paid before. Increased costs for additional users are now also a non-issue.

The migration of users from the old system has been seamless, without any impact on the users workflow. From ITS Nordics perspective, the greatest gains have come from relieving the helpdesk and IT department of all the work and administration associated with the old system. From a user standpoint, the process of connecting a device or a mobile token to a personal login is now easier. Moreover, the users can now manage most of their support issues themselves, such as the replacement of PIN codes, directly in the Freja Self-Service Portal. It has also become evident how smooth the mobile solution is; almost 90 % of the users have chosen to place a token on their cell phone instead of having a hardware token.

About Verisec

Verisec is an international IT security company that provides innovative solutions for banking, government and medium to large corporations worldwide. For more information on the ITS Nordic Case Study, please contact sales@verisec.com

