When secure access is of business-critical importance

In view of the increasing use of mobile devices and the trend of engaging external workers, securing access to the corporate network has become an increasingly important topic. Stern-Wywiol Gruppe opted to play it safe: in addition to other ESET security products, it now relies on **ESET Secure Authentication**.

STERN**WYWIOL** Gruppe

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ABOUT STERN-WYWIOL Gruppe

Stern-Wywiol Gruppe GmbH & Co. KG is a globally operating, owner-managed group of 12 German companies and 17 foreign branches. This family-owned business specializes in the production of food and feed additives as well as nutritional supplements. It is headquartered by the Alster Lake in the center of Hamburg.The Stern-Technology Center with extensive applications technology is located right outside the gates of the Hanseatic town of Ahrensburg. The group employs around 1400 people in its companies and branches. There are altogether 1130 systems installed, which are managed by the IT company CONFORM seated in Henstedt-Ulzburg.

NEED FOR EXTERNAL ACCESS TO THE NETWORK

As part of the customer support services, the external IT company CONFORM tested the security infrastructure of Stern-Wywiol Gruppe in cooperation with its internal IT department. It turned out that Stern-Wywiol Gruppe was well-protected against malware owing to the already implemented ESET security products, but effective multi-factor authentication (MFA) was still missing. *"Two-factor authentication is of business-critical importance, particularly in a group of companies that often use remote desktop access and VPN. These external interfaces require special protection to effectively support the internal security measures,"* explains the IT Department of Stern-Wywiol Gruppe.

SMART AUTHENTICATION SOLUTION

The desired multi-factor authentication (MFA) should work reliably, regulate access, and still be easy to use. At Stern-Wywiol Gruppe, the selection was quickly narrowed to ESET Secure Authentication. The user only requires his/her password and a smartphone with the corresponding app for the authentication. Every time the user logs on to the network, he/she receives a message that is confirmed with a quick tap on the smartphone's touchscreen. This process, known as "push authentication," not only offers the highest level of security but is also extremely easy to use. Therefore, the level of acceptance of the abovementioned app among employees is correspondingly high. The app's installation is also very straightforward: within a few minutes, the solution is implemented and fully functional without disrupting day-to-day business operations.

HETEROGENEOUS INFRASTRUCTURE WITH A MANAGEMENT PLATFORM

In addition to security and convenience, there were two other key requirements for the new solution: seamless introduction into the company's diverse system environment and the possibility of remote management by an external IT firm.

ESET again proved to be a good choice. As part of its MSP program, ESET offers solutions that can be easily tailored to different client needs. Customers can quickly access important features such as license management, integration of API and RMM plugins, and the provision of a console for the remote administration of all of the installed products.

For the sake of safety, the IT company CONFORM first thoroughly tested all the functions of ESET Secure Authentication in a prototype environment before the actual implementation of the solution. ESET Secure Authentication immediately convinced the testers. Among other things, they appreciated the fact that all the modules of the solution function seamlessly and can be managed remotely by an external IT firm without requiring time-consuming on-site visits.

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EXPERTS ON YOUR SIDE

"This solution makes it extremely easy for employees working from home, field staff, and partners to log on to the corporate network securely. This way, our company is protected even more consistently and without slowing down our processes."

IT Department
of Stern-Wywiol Gruppe

CONVINCING RESULT

The implementation of ESET Secure Authentication adds another component to the existing ESET protection of Stern-Wywiol Gruppe. The multi-factor authentication for remote access, mobile devices, and similar applications has been successfully integrated into the extremely heterogeneous IT landscape of the group. For the smooth rollout and subsequent management of security solutions, the crucial factors were the possibility of central administration, seamless interaction with all the products and solutions already used in the corporate network, and a license model specially tailored to MSPs. As a platinum partner of ESET, CONFORM provided a customer-specific solution that can be managed remotely in a highly effective and resource-saving manner.

This was advantageous for both CONFORM and the customer, Stern-Wywiol Gruppe. The IT Department of Stern-Wywiol Gruppe is extremely satisfied with the new solution: "We are pleased that CONFORM has implemented a security solution that exactly meets our requirements." The MFA solution has already proven itself in everyday practice: It has been easily used by employees working from home, field staff, and partners without any burden on them. This has significantly increased the security of the company, without slowing down performance or workflows.

PERFECT INTERPLAY IN THE CORPORATE NETWORK

After the successful test run, ESET Secure Authentication was deployed into the system environment of Stern-Wywiol Gruppe. "Owing to good preparation and extensive support from ESET, the rollout was seamless, without any unplanned downtime," says Maik Müller, Key Account Manager at CONFORM. Once in full operation, ESET's MFA solution has proven to be user-friendly and light on system resources. All the logins to the corporate network are secure and run without delays.

License management is carried out centrally by CONFORM via the console. Licenses are managed dynamically, which means that new clients can be integrated and protected quickly and easily at any time. "As Stern-Wywiol Gruppe grows by 10% to 15% every year, this is the factor we need to take into account," says Maik Müller. ESET Secure Authentication provides maximum flexibility with manageable costs.

PROBLEM

Stern-Wywiol Gruppe was looking for an effective multi-factor authentication (MFA). Given that remote desktop and VPN are widely used in the company, securing access was of business-critical importance.

SOLUTION

ESET Secure Authentication (ESA) is a software-based solution that is easy to implement and provides powerful multi-factor authentication. It requires no additional hardware, as it uses smartphones that are already in use.

BENEFIT

- ○ Quick installation in a few minutes
- ○ Convenient push authentication
- ○ Easily scalable solution for businesses of any size
- ○ Possibility of remote management