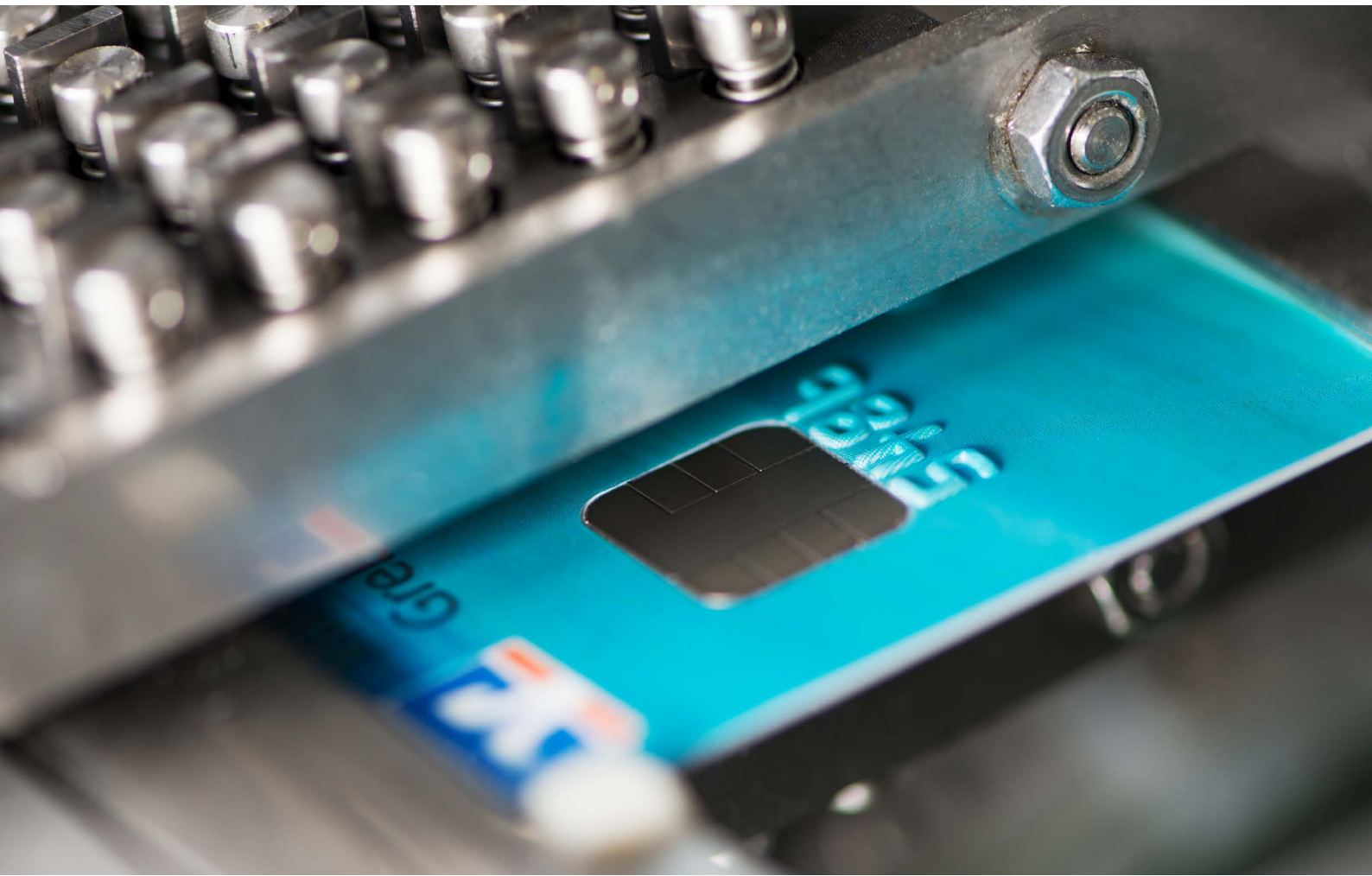




Your card, please

Raiffeisendruckerei GmbH has been using smart cards to log in to Windows computers for several years. As these can also be used to log in to Office 365 in the form of two-factor authentication, the company's staff can also use their smart cards for the single sign-on process there too, making the use of the cloud applications far more secure.

"It's hard to imagine cloud applications being used across the board without certificate-based authentication."

Gerd Ewenz, Head of IT/Organization, Raiffeisendruckerei GmbH



Customer
Raiffeisendruckerei GmbH

Partner
HID Global GmbH

Products and Services
Azure AD, ADFS, Active Directory, Skype for Business, Office 365

Industry
Financial Services

Organization Size
Medium (50 – 999 employees)

Country
Germany

Founded in 1881, Raiffeisendruckerei GmbH is today a specialist in card systems and personalisation solutions for the cooperative financial services group Volksbanken Raiffeisenbanken.

In cooperation with Deutscher Genossenschafts-Verlag eG (DG VERLAG, Wiesbaden), Raiffeisendruckerei GmbH produces all of the debit and credit cards for the cooperative banks in a production area measuring some 5,000 square metres. The company's 136 employees also produce other security products and personalisation solutions.

At Raiffeisendruckerei, it is all about cards: The company produces all credit and debit cards for the cooperative banks. However, cards have also played an important internal role since 2008 – in the form of smart cards, which initially replaced the need for user names and passwords when logging in to the internal IT systems. The reason for their introduction was that two of the printing company's licensors insist on its compliance with the strict regulatory conditions established by an industry standard (Payment Card Industry Card Production Security Requirements). Among other aspects, this standard stipulates the need for passwords to be changed regularly and for complex initial passwords. It furthermore prohibits all use of shared accounts. The processes involved in meeting the stipulations were laborious and expensive, and the number of user complaints – and preceding calls to the IT support team – was high.

The migration to smart cards made the processes far simpler: "When a company uses a two-factor authentication procedure, many stringent requirements are directly fulfilled", explains Ronnen Moschek, Head of Data Security at Raiffeisendruckerei



GmbH. Licensers can conduct checks more quickly as people innately place great trust in smart cards and they are always assigned to a single person. As a result, Raiffeisendruckerei GmbH no longer has to prove that all requirements are met in relation to each and every user, for example. Instead, it suffices for auditors to conduct checks at random that ensure that users can only log in with a smart card and not by means of a user name and password.

To the cloud

Similarly to many other companies, in recent years Raiffeisendruckerei GmbH has looked at which applications it can best transfer to the cloud. Ultimately, the financial benefits of the cloud, amongst others, provided the impetus for a migration project. There is also the fact that cloud-based collaborative solutions like Skype

for Business and modern office applications that can be used from any location are likely to form the basis for the workplace of the future. As a first step, the company quickly implemented the cloud-based version of Skype for Business, which led to instantly positive results in the form of smoother communication processes between teams working at different locations. However, before reaching a point where 'cloud first' could apply, the concept of 'smart card only' had to be observed: "If we switch to the cloud, then we must only do so to

"Cloud access can only be sensibly secured through a two-factor authentication procedure."

Dirk Potthast, Area Sales Manager DACH and BeneLux, HID Global GmbH

applications that fully support our two-factor login", says Gerd Ewenz, Head of IT/Organization at Raiffeisendruckerei GmbH. The security of cloud services largely depends on how well users protect their login details, for example by using complex passwords that are regularly changed. "Our users would have been up in arms if we had suddenly burdened them with complex passwords again after years of them being able to conveniently log in with a smart card", continues Ewenz. Two-factor authentication was and remains an essential criterion.

Your card, please

Together with Intellectcom, the Raiffeisendruckerei partner commissioned with onboarding, Gerd Ewenz and his

"Since migrating to the cloud-based version of Office, my colleagues and I are far more flexible with regard to where we can work."

Peer Grünbauer-Geiser, Purchasing, Sales and Process Management, Raiffeisendruckerei GmbH



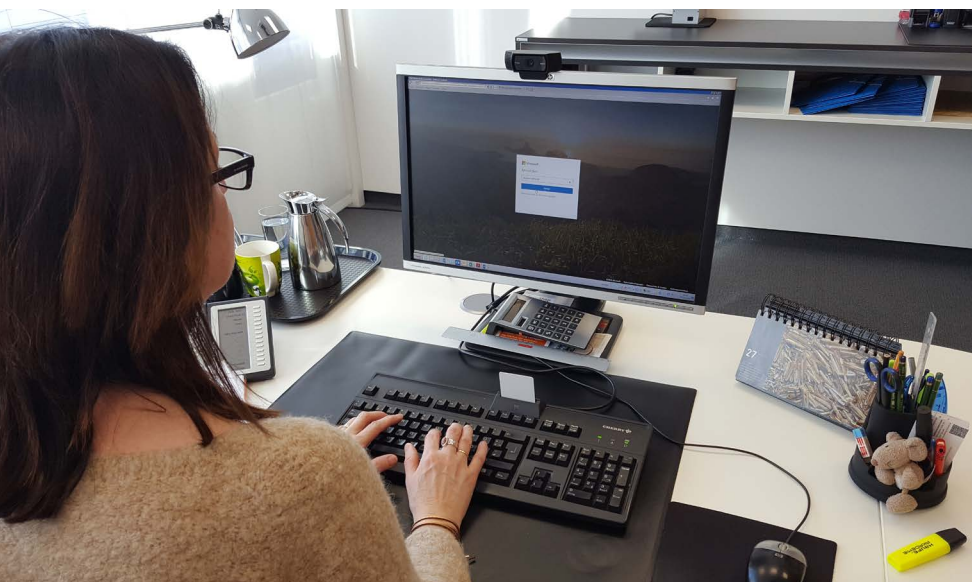
team set to work configuring the systems. To this end, the credential management software (CMS) required to manage the smart cards from HID Global also had to be integrated into Office 365 – which initially caused technical problems: At the start of the project, it was unclear how the software components involved, such as Active Directory Federation Services (ADFS), Azure AD (Active Directory) and the local clients, should be configured. "Close cooperation

with a specialist from Microsoft enabled us to quickly resolve the problem though", recalls Gerd Ewenz. Dirk Potthast, the HID Global contact partner for Raiffeisendruckerei and Microsoft, adds:

"Ultimately, we work with a completely standardised installation. Both our middleware and the Active Directory Federation Services from Microsoft run in the respective standard configurations." Bottom line, this means that any other Office 365 customers can also use the combination of their HID Global smart cards and the necessary management software for a single sign-on (SSO) to Office 365 without further ado.

Once the software had been successfully linked, SSO was instantly available to all users within the printing company. "As a user, I can't even notice the migration to the cloud version – at least not during the login process", says Peer Grünbauer-Geiser, Purchasing and Sales Management Team Leader at Raiffeisendruckerei GmbH.

"I log in to Windows with my smart card as usual and all applications work just like they did previously", he continues. The smooth (and secure) login process for the cloud services also works if employees





want to access the Office 365 applications while on the go or at home. "There is one brilliant difference though: Since migrating to the cloud-based version of Office, my colleagues and I are far more flexible with regard to where we can work", says Peer Grünbauer-Geiser. A further advantage from the perspective of the Raiffeisendruckerei cost controllers is that the Office-365-compatible solution from HID Global has been used unchanged since 2008. This provides extremely high investment security. "The printing company's over 130 employees don't just use the cards to log in", says Ronnen Moschek.

"They also use them to record their working hours, open doors and release documents from printers, for example", he continues. The physical and virtual use of the smart cards is based on their management using the CMS. As employees are unable to move around the building without a smart card, they always take this with them when leaving their desk

– thereby complying with a further specification of the PCI regulations: Computers have to be locked when users are away from them.

From the cloud to in-house applications

The managers at Raiffeisendruckerei are not only planning on gradually sourcing further applications like Intune, Microsoft Teams and Exchange from the Office 365 cloud; the successful cloud project has also made them aware of the topic of smart card login for their own applications. "We have always developed our own Windows-based applications", says Ronnen Moschek. These include applications that allow

"Office 365 has shown our users and developers that smart card login is possible for almost any application."

Ronnen Moschek, Head of Data Security,
Raiffeisendruckerei GmbH

access to the highly sensitive card production systems in line with the dual control principle and currently still require the use of passwords. "Office 365 has shown our users and developers that smart card login is possible for almost any application. This has motivated our programmers to address this matter", says Moschek. All applications developed in-house in the future should consistently use smart cards for login purposes. The combination between the HID Global smart cards and Microsoft Office 365 has also led to pleasing progress in discussions with data protection experts within the printing company: "The two-factor login to the cloud services was an important step in dispelling the clear concerns about cloud access", says Gerd Ewenz. The IT specialists can now justifiably say that the access to the cloud services is as well-protected as that to the local applications. The secure cloud login therefore breaks down any hostilities and helps to build trust – just like the chip on the cards produced by Raiffeisendruckerei.