NCP
SECURE COMMUNICATIONS

INFICON HOLDING AG

NETWORKING OF REMOTE OFFICES AND MOBILE EMPLOYEES

Many companies today face the challenges presented by collaborating across global locations. Branch offices must be connected to the corporate network and employees must be able to access the network from many remote scenarios – at hotels, at airports and international locations where communications are restricted. At the same time, IT administrators have to strike the balance between efficiency and security.

Inficon Holding AG, founded in 2000 and based in Bad Ragaz, Switzerland, also faces this situation. The company is a global leader in vacuum instruments, high-precision sensor technologies and process control software for the semiconductor industry and related industries. Its main fields of application are leak detection and analysis of toxic gases in refrigeration and air-conditioning technology as well as in environmental and civil protection.

With approximately 700 employees across four different business areas, the company operates offices in the USA, Liechtenstein and Germany as well as 20 other locations worldwide. Inficon faces particularly heterogeneous IT requirements arising from the needs of its customers and strategic markets – including the automotive industry, energy sector, military, research and development institutions and environmental monitoring and safety.

Change of provider necessary due to Windows 10 migration

As a globally active company with branches and mobile employees on all continents, a Virtual Private Network (VPN) is essential for secure data communication at Inficon. Following the company-wide migration to Windows 10, the VPN clients previously used by Inficon were no longer compatible. This meant that Windows 10 compatibility was an important prerequisite for alternative products. Several SSL VPN solutions, some of which were free of charge, proved too complex to implement. Overall, the company was looking for a new VPN provider that could deliver a solution that would be easy to implement and support.

Inficon also had a number of additional administrative and technical requirements beyond Windows 10 compatibility. The new VPN solution had to be compatible with the company

Benefits

▶ Central administration of international locations
▶ Ease of administration and support
▶ Compatibility with existing network structures
▶ User friendliness and ease of operation
▶ NCP Path Finder Technology to resolve communication restrictions

NCP Path Finder Technology to deal effortlessly with IPsec VPN restrictions in China.

Path Finder Technology was developed and patented by NCP specifically for this purpose and allows data connections to be established to the company network from remote networks that block IPsec communication and only allow web browsers to access the Internet. This feature is so critical to Inficon that they decided to replace and expand part of their existing infrastructure with NCP Secure Enterprise VPN Servers (gateways).

Outstanding support for individual requirements

Before the pilot phase , NCP set up a small number of clients in Germany and Liechtenstein as part of a proof of concept with its partner Belsoft Infortix AG. NCP encountered some early issues specific to Windows 10 and Microsoft Surface devices but was able to

master these challenges quickly thanks to its expert development services and outstanding support.

The solution was rolled out at all Inficon subsidiaries in Europe, USA and Asia. Now over 200 VPN users access the company network via Wi-Fi using the NCP Secure Enterprise Clients for Windows 10 (and a small number of Windows 7 users). The Windows 7 users include remote sales staff, users who are not directly based at the company's offices and managers who access the network remotely. In addition to the clients for end devices, NCP provides Secure Enterprise Management for central administration of the solution as well several NCP Secure Enterprise VPN servers around the world which provide remote access.
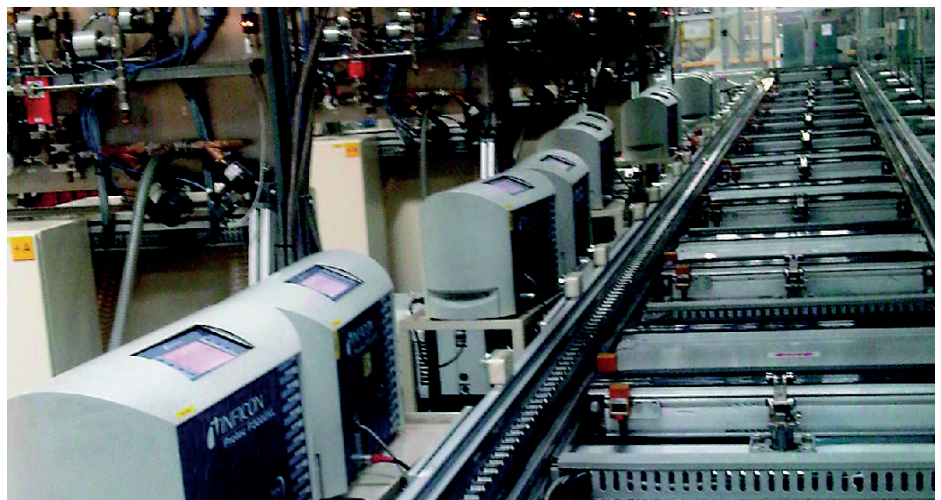
Lower administrative and operational costs

During the implementation phase, a complete solution requires a great deal of expertise and support from an experienced partner, which NCP was able to deliver. Inficon were convinced

firewall, clients had to be easy to manage from a central location and easy to distribute to its international locations via the company network. It was also particularly important that the VPN clients could function without PPTP in China. The Point-to-Point Tunneling Protocol (PPTP) that enables a VPN to be established in an IP network.

Key benefit: NCP's patented Path Finder Technology

NCP was able to deliver the right solution for Inficon thanks to user-friendly features and ease of operation in software which can be configured flexibly and distributed easily. NCP also implemented multi-factor authentication as an additional feature and provided its

that this investment was worthwhile thanks to a number of significant benefits gained in terms of lower administrative and operational costs. The added value gained through unlimited secure access in China or via hotspots in hotels worldwide convinced Inficon that they had found the right partner.

About NCP engineering GmbH

NCP engineering GmbH is based in Nuremberg, Germany and has over 30 years of expertise developing universal software components for secure remote access via public networks. NCP secure communications solutions are used for IIoT, M2M, and mobile computing applications, as well as remote access. The company's key expertise covers centralized, fully automated VPN management as well as encryption and firewall technologies.

NCP solutions deliver excellent usability, central management, compatibility and cost-efficiency and can be easily integrated into existing IT infrastructures.

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