

# Case Study

## TA TRIUMPH-ADLER



### MANAGED NCP VPN FOR GLOBAL REMOTE ACCESS

**Enabling fast operations, connections that are cost-efficient, and highly secure authentication – these were the criteria set by TA Triumph-Adler GmbH in Nuremberg, an international vendor of document business solutions, for parallel use of point-to-point remote access via 3G bound to a specific provider and NCP's IPsec-based VPN. The products' flexibility, hardware and user specific certificates as well as the option to set up a profile for parallel 3G use were the arguments for favoring the solution by NCP engineering GmbH, the remote access specialist based in Nuremberg.**

Checking the latest emails at the airport and just-in-time transmission of maintenance reports are only some examples given to explain why, for many years, TA Triumph-Adler GmbH has been enabling management and technical service employees to remotely access data at the corporate network.

#### Complicated and Expensive

"In the beginning, the best solution was remote access via 3G implemented as point-to-point connection using Vodafone lines and routers," says Sebastian Liesenfeld, responsible for service systems, networks and IT infrastructure at TA Triumph-Adler. Every member of staff affected, be it in the sales department or service department, needed a 3G card for the laptop. Additionally, remote access from home offices required a router and dedicated lines. "The system was absolutely secure

because of the point-to-point connection directly to the corporate network but it sometimes lacked the flexibility to access the network from multiple locations with any internet access," adds Mr. Liesenfeld.

#### The Challenge: High Security with Reduced Costs

With increasing availability of broadband internet access via DSL not only in home offices but also in hotels, at airports or stations, the management felt the need for a more up-to-date VPN solution, especially a more cost-effective one. Another objective was to reduce the high communication costs in foreign countries. Yet, needless to say, security was top priority. For being more flexible regarding the transmission media, central management of an existing closed 3G user group should be possible.

Searching the internet for providers and products, Sebastian Liesenfeld and his colleague Claus Schütz came up with three possible solutions: the Citrix Xen family, Sonicwall Aventail by DELL and NCP's Secure Enterprise Solution.

"After intensely analyzing all offers, including presentations and brief tests, we chose the highly secure IPsec-based remote access VPN solution with central management of NCP engineering GmbH based in Nuremberg. NCP was the only provider being able to meet all our requirements," says Mr. Liesenfeld about his choice.

#### The Safety Net

Only NCP could provide both hardware and user certificates, ensuring the highest level of security. As the hardware certificate is bound to a specific computer, the user can only log in with this specific device. If the device is stolen and the encrypted hard



drive is removed, no one will be able to use it. The user certificate ensures only authorized users will gain access. Furthermore, using a solution by NCP, in this case NCP's Secure Enterprise Management (SEM), enabled support of a closed 3G user group, according to the requirements.

#### Always Connected Thanks To NCP's Path Finder Technology

Although the IPsec protocol-stack, developed by NCP as early as 2002, supports all IPsec standards according to RFC, it happens again and again that during internet login in hotels the corresponding ports are not enabled. That means internet access is only granted for http and https protocols commonly used by web browsers. With the help of NCP's VPN Path Finder Technology, NCP's Secure

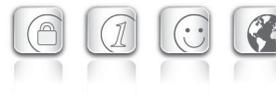
#### Benefits for TA Triumph-Adler:

- ▶ Central Management of all NCP Components
- ▶ High Scalability
- ▶ More Stable and Faster Connections
- ▶ Significantly Reduced Operating Costs
- ▶ Highly Secure Solution

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Client automatically recognizes if the company's VPN gateway is not available via IPsec. In that case the IPsec packets are virtually packed into https. Then the VPN client establishes an end-to-site tunnel to the corporate network. The striking advantage of this solution is that the administrator can reliably enforce his security policy across the company. The user keeps using all authentication mechanisms and profits from the advantages of IPsec.

### Well Prepared For the Future

So the scalability of the software system was convincing, with the system being absolutely able to keep pace with TA Triumph-Adler's ambitious growth targets and therefore a secure investment for the future. This flexibility regarding access variants, various

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Sebastian Liesenfeld,  
TA Triumph-Adler

security features and scalability is the result of 25 years of experience in the remote access field making it possible, also in this case, to adjust the comprehensive VPN solution to TA Triumph-Adler's needs.

### Pilot Project: As in "Real Life"

Though the brief tests during the decision-making process had produced very positive results, it is needless to say the solution had to stand up to a thorough examination under real-life conditions. So together with a team of NCP specialists the two project managers, Sebastian Liesenfeld and his colleague Claus Schütz, configured the test infrastructure for the NCP Secure Enterprise Solution with about 15 key users of TA Triumph-Adler.

The first step was the installation of the NCP Secure Enterprise Client Suite on Windows 7 and XP laptops followed by the setup of the NCP Secure Enterprise VPN Servers (VPN Gateways). For high availability reasons these are installed in a High Availability (HA) cluster on two physical servers including appropriate mirror backups. Through their load balancing and backup services the high availability services ensure the required constant functionality and ensure that TA Triumph-Adler employees have access to their applications, even in the case of failure.

The third system added was the NCP Secure Enterprise Management (SEM) for configuration and management of all connected NCP components. "The easy to use SEM console enabled convenient administration and management of all components without major training. Remote access through a VPN tunnel established by the NCP VPN Client is also possible," explains Mr. Liesenfeld.

### Going Live in Just Three Days

After the solution had passed the tests with flying colors, the project team put the NCP Managed VPN into operation at TA Triumph-Adler's production



TA Triumph-Adler

data center in Schwerin. "Since we had already configured, installed and tested everything in Mainz, we could use our experience and, with the help of a single NCP specialist, the new environment in Schwerin was completed in just three days," says Mr. Liesenfeld.

### Easy User Initialization

The configuration of the clients is completed in just a few minutes thanks to the script-driven rollout mechanisms. The administrator opens the application in the management console and sets up the user by entering the user's first name and surname in the pre-configured fields. As the management server is bound to the certificate server, hardware

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and user certificates are automatically requested and issued. The installation of the VPN Client software on the user's laptop or home office computer is also automated through third-party software. During the first connection setup a pop-up window opens where the user enters his default user ID and the authentication code which was automatically generated with the user setup and communicated by the administration. Then the user's personal configuration stored in the management console is downloaded to the laptop and the previously mentioned hardware certificate is firmly linked to the system ensuring that the setup cannot simply be copied and used with a different end device. During all subsequent logins the certificates have to be validated regarding time and trusted issuer by both parties accordingly.

All data obtained during a session, whether about new customers or maintenance assignments, are centrally stored in Schwerin, so remote end devices do not contain any company data. This means additional security in case of data loss or theft.

### Hit the Bull's Eye

By implementing the NCP Managed VPN TA Triumph-Adler has achieved its objectives: The VPN solution is significantly faster and above all more stable than 3G. "Of course, the management is happy about the reduced operating costs which are significantly lower than those produced by the provider-bound solution since we do not require dedicated lines for home offices any more; neither do additional costs arise from connections from foreign countries. Furthermore,

the administrative effort is very limited thanks to a fully automated remote access solution. For the two certificates and many standard queries prior to any connection setup, such as the query about the domain where the request comes from or if all security patches are installed, the solution is highly secure," concludes Mr. Liesenfeld with satisfaction.

### About TA Triumph-Adler GmbH

TA Triumph-Adler GmbH is the German specialist in the document business and with a history of 117 years the company belongs to one of the most traditional brands in the ICT sector. Today, TA Triumph-Adler develops and delivers integrated Managed Document Services (MDS), which cover the complete document processing procedure. The aim is to support the ongoing networking and mobilization of office work. The services include the individual analysis and advice of business customers, the implementation of an IT based document workflow and continuous process optimization using the own asset and system management solution TA Cockpit®, which has received awards such as the IT-Innovationspreis 2011 (IT Innovation Award 2011). The company is a full-range supplier in document management and has its own financial service provider called TA Leasing GmbH, which enables business customers almost every form of financing. TA Triumph-Adler is renowned for its personal customer support and extensive service across Germany, which is certified by TÜV Süd. In Germany the company

distributes via direct sales with a dense network of regional Solution Centers in 35 locations, of which 29 are distribution sites. On top of these there are 13 further locations in 5 countries as well as distribution partners in EMEA. With the Triumph-Adler foundation "Triumph für Kinder" (account no. 5 260 500, branch code 760 400 61), the company takes social and sociopolitical responsibility,

**"OF COURSE, THE MANAGEMENT IS HAPPY ABOUT THE REDUCED OPERATING COSTS WHICH ARE SIGNIFICANTLY LOWER THAN THOSE PRODUCED BY THE PROVIDER-BOUND SOLUTION SINCE WE DO NOT REQUIRE DEDICATED LINES FOR HOME OFFICES ANY MORE; NEITHER DO ADDITIONAL COSTS ARISE FROM CONNECTIONS FROM FOREIGN COUNTRIES."**

Sebastian Liesenfeld,  
TA Triumph-Adler

is committed to environmental protection and follows an efficient and comprehensive corporate governance. Since October 2010, 100% of TA Triumph-Adler GmbH together with its subsidiary UTAX GmbH belongs to Kyocera Document Solutions Inc. based in Osaka, Japan. Registered office of the company is Nuremberg with the operative headquarters in Norderstedt near Hamburg.

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### About NCP engineering GmbH

Headquartered in Nuremberg, NCP engineering GmbH facilitates secure access to central data networks through the internet. NCP's products and solutions meet all requirements regarding usability, security and cost-effectiveness. Core competencies are in the areas of IP-routing, central management of remote systems, as well as encryption, VPN and firewall technologies.

The company develops software for mobile computing, teleworking, branch office networking and M2M. With NCP's software, the user's end devices can easily and securely connect to the corporate headquarters' network via public networks. The technology used in NCP's products ensures integration and compatibility to products of other vendors.

To learn more about NCP engineering, visit **[www.ncp-e.com](http://www.ncp-e.com)**. Reach the company on its blog **[vpnhaus.ncp-e.com](http://vpnhaus.ncp-e.com)** or on Twitter at **[@NCP\\_engineering](https://twitter.com/NCP_engineering)**.

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