

## Customer Profile

# Valorec Services

Securing business in the face of a potential global pandemic

## Acceleration

“Thanks to RSA SecurID® authentication, we have been able to accelerate our security policy by galvanising our business disaster recovery plans, enabling over 100 key personnel with secure remote access to our network in the event of a pandemic situation.”

John Martinussen, CIO, Valorec Services

## AT A GLANCE

### Business Challenge

- Needed to strengthen disaster recovery plans in the event of a global flu pandemic and following warnings from the World Health Organisation that a pandemic is virtually imminent
- Provide cost-effective, easy-to-manage secure remote access to the company network for over 100 key personnel

### Solution

- Upgrade its RSA SecurID solution to the new version of RSA® Authentication Manager which features a Business Continuity Option that temporarily expands a server license for a period of 60 days
- Create user profiles for over 100 employees so they can be sent a one-time password via SMS or email to access the network remotely

### Results

- Cost-effective secure, remote access solution for staff that ensures Valorec Services can continue operating across all of its departments in the event of a pandemic

Valorec Services is a waste and energy management company based in Basel, Switzerland. It employs approximately 300 people and its core business involves the supply and management of energy-carrying fluids, industrial waste collection and treatment, solvent recycling and incineration and water management. As part of the global Veolia Group, Valorec Services is an important player in a larger energy and waste management conglomerate.

## BUSINESS CHALLENGE



The Veolia Group and its subsidiary have a highly-regarded profile in the environmental services and energy industries as leading players employing cutting-edge technologies and techniques to meet their customers' needs. Specifically, within Switzerland, Valorec Services is one of the leading operators in this category and numbers blue-chip clients among its customer roster including the likes of pharmaceutical giant Novartis.

Mindful of the damage that could be caused by a pandemic outbreak and following warnings from the World Health Organisation that

a full pandemic was imminent and “all of humanity could be affected” the company wanted to bolster its business continuity plans.

Valorec's work is often sensitive in its nature, and almost always important in ensuring the continued operations of many of its clients. Many of its clients were also introducing contingency plans designed to cope with the outbreak of a pandemic.

To avert the potential devastation that a pandemic could wreak, Valorec determined that at least half of its employees would need remote access to its network to ensure ongoing operations in the face of a severe viral flu outbreak.



The Security Division of EMC





## SOLUTION

For several years, the company has been using RSA SecurID authentication from RSA, The Security Division of EMC. SecurID hardware tokens are used to provide approximately 25 people with secure remote access to the Valorec network.

Most of these users are technical people who needed the anytime/anywhere access enabled by RSA SecurID tokens to carry out their work. There are also four high-level management users who used the tokens to access sensitive network-based content.

In the event of a pandemic, Valorec identified over 100 additional users who would require secure remote access to the network. All of them hold key positions across a number of different operations including purchasing, control, production and inventory.

RSA SecurID authentication is supported by RSA Authentication Manager, the back-end software that manages and authorises RSA SecurID users, providing support and protection for employees that log on from remote locations.

With the release of a new version of RSA Authentication Manager, Valorec believed it had a solution to introduce secure remote access to a far larger number of employees. RSA Authentication Manager includes a Business Continuity Option (BCO) which allows a company to temporarily expand its server licence for a period of time to meet an in-flux of large numbers of remote users.

A BCO licence can be self-initiated up to six times during the three-year BCO licence term and each initiation is good for 60 days. Deployment is done as-needed with the Self Service module in the RSA Credential Manager, a component of RSA Authentication Manager, so users can securely access the network without overwhelming the IT help desk with requests. Because of the BCO benefits, which dovetailed precisely with Valorec's pandemic needs, the company, along with its IT partner, ISPIN, implemented RSA Authentication Manager within weeks.

## RESULTS

RSA SecurID authentication provides clientless strong authentication to the company's server for remote users. Valorec has worked over many years with ISPIN AG, a Zurich based provider of IT and information security solutions. In order to enable a remote access service that is straight forward to use for Valorec's users, ISPIN implemented a Secure Socket Layer (SSL) VPN solution via the Internet. Valorec's users simply use their Web browsers and enter their RSA SecurID token code to connect to a terminal server from which they access the company's resources. John Martinussen, CIO, Valorec Services, said: "This connection is very much integrated into our network. Access rights are controlled by us centrally, which makes it secure and easy to manage."

The company has created profiles for over 100 BCO users; in the event of a pandemic, all they need to do is access the Valorec internet address and enter their profile details. One-time password token codes are then delivered by Short Message Service (SMS) or email, allowing the user to securely access the Valorec network. Patric Epper, Technical Engineer, Valorec, said: "It is the perfect solution. We don't have to install clients on users' laptops; we just create a profile for them on our server. We can define the length of time they have access, whether its two hours, four hours or all day. If they need a new token code we can send them one within seconds. We now have a robust, reliable and secure pandemic solution."



*"RSA SecurID authentication provides us with a very cost effective and easy-to-manage remote access solution. We don't need to install clients saving costs and time and we can manage access rights very simply from our server, ensuring only key employees access the network when required."*

Patric Epper, Technical Engineer,  
Valorec Services



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