

## Work-life realignment for local authority staff

Authority in Frankfurt enables flexible working hours and homeworking with the help of secure and user-friendly two-factor authentication software

### Key Facts

#### Company

City of Frankfurt

#### Industry

Local Government

#### Country

Germany

#### Employees

15,000

#### Website

[www.frankfurt.de](http://www.frankfurt.de)

### Challenges

The City of Frankfurt wanted to introduce greater workplace flexibility through homeworking to help employees find the right balance between work and their private lives.

### Results

- Guaranteed data security thanks to two-factor authentication
- Better work-life balance with flexible working for staff
- Outstanding scalability with lower cost per user
- Access to data and user identification while on the move

### Products

Defender

Active Roles

The City of Frankfurt is one of the five largest cities in Germany. Its daily business is to ensure that its 690,000 inhabitants have easy access to the services available to them. Like most public authorities, it is under pressure to work as efficiently as possible.

The authority's staff look after the enquiries and concerns of its citizens with the support of IT. A key part of their work involves administration, much of which is conducted when the authority's buildings are closed to the public. As the needs of staff are always a top priority, the City of Frankfurt wanted to offer more flexible working and enable employees to complete administrative work at home.

The authority introduced the "Family and Work" initiative and flexible working conditions to address this need, offering a better work-life balance for employees.



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*Frank Müller, Team Lead in the Department for Information and Communication Technology, City of Frankfurt*

#### Searching for suitable authentication software

To support the Family and Work initiative, the city needed a solution that would simplify homeworking and make it safe through two-factor authentication.

Frank Müller, Team Lead in the Department for Information and Communication Technology, City of Frankfurt, who is responsible for the central Active Directory and Unified Communications at the Central Server Services, says: “We shortlisted eight solutions, including Defender. Following a careful review, we reduced that number to five.”

#### Better support, better solution

The authority compared the features of those five products with its IT requirements using a detailed questionnaire. The products were later tested in a secure environment using demo licences. The City of Frankfurt opted for Defender after a final test run, supported by the One Identity Pre-sales technical

experts. Confirms Müller: “Our One Identity contact proactively supported us, responding quickly to our questions. We’re still waiting for answers from some of One Identity’s competitors.”

The city had successfully worked with One Identity in the past. It was very satisfied with its centralised infrastructure, which included a consolidated Microsoft Exchange Server environment for 14,500 mailboxes.

As One Identity had already implemented Active Roles from One Identity at the City of Frankfurt, it knew the security requirements of the authority.

The city opted for Defender because of the excellent One Identity support, Defender’s quick installation, easy configurability and intuitive operation. Müller says: “Evaluating all the solutions took around three months, not counting the preselection. After that, we were certain that we’d made the right decision in choosing Defender.”

#### Quicker, cheaper integration into Active Directory

The IT department placed particular emphasis on the authentication solution integrating with Active Directory. One advantage of Defender that became apparent during the selection process was that it integrates seamlessly into Active Directory.

#### Easier and faster management

Defender uses the scalability and security of Active Directory to store and manage identities. Instead of creating an additional proprietary directory, administrators at the City of Frankfurt use two-factor authentication whereby employees have token codes for hardware and software as well as personal passwords to ensure secure access. Comprehensive inspections make the solution, which is integrated in Active Directory, easy to manage and scale.

“Thanks to the integration of the Active Roles in Defender, token codes can also be self-managed by local administrators who use ActiveRoles to handle user and group administration. This helps distribute the administrative burden. The policies and access rights are managed centrally at the Department for Information and Communication Technology,” says Müller.

The introduction of the two-factor authentication has made things easier for administrators as well as users. Müller says: “We found that Defender uses the scalability and security of Active Directory to store and manage identities, saving us time and money in setting up homeworking accounts.”

### **Outstanding scalability thanks to token-based system**

Mobile users can log onto the city’s network using their software token codes, which are available for a wide range of platforms and devices. The tokens associate user names and passwords, making the process simple and secure.

### **Simpler, more secure access to data and user authentication from anywhere**

The City of Frankfurt’s new solution is highly flexible and cost-effective. The administrators now have access rights that they manage without compromising security. Staff and data owners of the City of Frankfurt can log in securely via the internet. As Defender’s authentication can be used from anywhere, they can access all data using any networked client locally or remotely.

### **Protecting a better work-life balance**

The Family and Work project has been a great success. As a result, it’s been expanded in recent months. Staff both with and without dependents are taking advantage of homeworking, and Defender is providing access to more and more internal IT resources.

Since the deployment of Defender, the City of Frankfurt has issued around 700 tokens to provide secure homeworking and a better work-life balance for many. Currently, around 200 staff regularly work from home as part of the Family and Work project. The remaining tokens are used for temporary external access to internal resources. This way staff can manage their office and family time more effectively and the authority can ensure the network remains protected.

### **About One Identity**

The One Identity family of identity and access management (IAM) solutions, offers IAM for the real world including business-centric, modular and integrated, and future-ready solutions for identity governance, access management, and privileged management.

**Learn more: [OneIdentity.com](https://www.oneidentity.com)**