Key Facts

Company
Shopware

Industry
IT Services

Country
Germany

Website
www.shopware.com

Struggling to attract the most skilled software developers, Shopware needed to offer prospective employees the ability to work from home so that it could widen its geographical search area for the right staff. Secure, twofactor authentication was needed to allow remote access to the corporate network.

- Provided secure and straightforward remote access to corporate network

- Delivered competitive edge for attracting most skilled staff

- Improved employee work-life balance

- Ensured ongoing administration time is minimal

- Delivered 100 per cent ROI

Identity and Access Management

Shopware achieves secure remote access with Defender

Shopware achieves 100 per cent ROI by using Defender to secure remote access enabling staff to work remotely

Shopware AG is a leading manufacturer of online retail systems in Germany. The company began in 2000 when Stefan Hamann – then only 16 years old – started a successful IT firm in his attic. A request from a customer for a web-based solution for its online shop spearheaded the development of the solution that now forms the nucleus of Shopware. Talking about Hamann, German Chancellor Angela Merkel, has said, "We need more entrepreneurs like you!" Shopware grew quickly and now has more than 48,000 customers. When it needed a new security and access management system to stay on track with growth plans, Shopware turned to the software team.

ONE IDENTITY™

More software developers needed to keep up with business growth

Despite its rapid growth, Shopware was facing some recruitment challenges. With only 10-15 software developers, more were needed, but Shopware was struggling to find and recruit the most-skilled developers locally. Widening its geographical search area was therefore necessary and meant that Shopware needed to provide remote working capabilities.

Securing its network to allow this capability then became the next hurdle for Shopware. "As a software developer, intellectual property is of paramount importance to us. So it was critical that our network was highly secure," explained Patrick Schücker, IT Administrator at Shopware.

Shopware decided to implement twofactor authentication to provide the secure access that was needed. This method involves proving your identity with two methods: 'something you

know' (such as a password or PIN) plus 'something you have' (such as a smart card, token or fingerprint).

Two-factor authentication offered straightforward approach

A SonicWall firewall had previously been implemented. Shopware was extremely satisfied with its firewall, and because its trusted IT security partner, choin! GmbH, had recommended a two-factor authentication solution, it decided to assess Defender.

Defender enhances security by requiring two-factor authentication to gain access to valuable network resources. Defender uses the current identity store within Microsoft® Active Directory® (AD) to enable two-factor authentication, taking advantage of its inherent scalability and security, and eliminating the costs and time involved to set up and maintain proprietary databases. Defender's

web-based administration, user selfregistration and ZeroIMPACT migration capabilities simplify the implementation of two-factor authentication for both administrators and users. In addition, Defender utilises the full battery life of hardware tokens — typically five to seven years — and offers software tokens that never expire.

Shopware settled on Defender as it met all requirements. "We wanted a solution that was not only efficient, easy-to-use and straightforward to administer, but also integrated easily with our existing SonicWall firewall and SSL VPN Access Gateway," said Schücker. "With its excellent security record, and sensible pricing model, we very quickly realised that Defender was the ideal solution for us."

Shopware particularly liked that Defender integrates with AD, enabling existing authentication processes to be used, which simplified implementation and ongoing administration. The fact that Defender works with

ONE IDENTITY™

any token or device also appealed to Shopware.

Shopware found the implementation to be swift and straightforward. "We worked with choin! to install Defender, initially just for the developers. We then rolled out to the support, sales and designer teams," said Schücker, "It was fast to setup, and we didn't have any problems."

Secure access to corporate network

Remote workers are now able to securely access the corporate network, using their AD credentials and a soft token on their mobile device. "Defender has delivered the security that Shopware needed to the point where I have no concerns about security incidents," commented Schücker. "I trust Defender to protect our network."

Attracting the most skilled staff

As a result of being able to offer prospective employees the ability to work remotely, Shopware has been able to recruit the most skilled staff. "Offering employees the ability to work from home is a significant incentive when hiring new people, especially since the remote working culture is relatively new in Germany. It's certainly not offered by all employers," explained Schücker. "This gives us the edge when it comes to attracting high-calibre staff, and we now have 35 software developers."

Shopware's staff members have also benefited. "Our employees are happy because their work-life balance is good," noted Schücker. "They can quickly and securely access our corporate network

using any mobile device, without any issues. As a result, they are able to work from home with ease, saving time by travelling to work less, which is time they can spend at home with their families, for instance."

Minimal administration

Shopware has been impressed by the minimal amount of administration required to keep Defender up and running. "We were able to use our existing Active Directory identity store for Defender to authenticate against, which has kept things simple." said Schücker. "Defender is very easy to use, and ongoing administration takes at most half an hour per week. This is a huge benefit for us and ensures we have more time for other value-added activities." Shopware has also found Defender's user-interface to be straightforward and intuitive.

100 per cent ROI

In terms of ROI, Shopware is clear about what Defender has delivered. "Because of the value that we are receiving, my feeling is that Defender has most definitely paid for itself," noted Schücker.

During this project, Shopware has developed good relationships with the team and IT security partner, choin! "We have numerous projects with currently, all of which are running smoothly," said Schücker. "We enjoy working with the team and choin! and seek their advice on IT matters as needed."

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 at OneIdentity.com

ONE IDENTITY