



Improving data access without compromise

The Macao Water Supply Company Limited improves the productivity of mobile engineers while keeping the security of its corporate network locked down tight

Key Facts

Company

The Macao Water Supply Company Limited

Industry

Utilities

Country

China

Employees

2,000

Website

www.macaowater.com

Challenges

The company found the hardware tokens they used to authenticate mobile-access users were time-consuming to manage. The company wanted a more flexible and efficient solution to enhance the performance of IT personnel and staff.

Results

- Drives efficiency enabling secure mobile connectivity
- Enhances security with two-factor authentication
- Reduces token administration time by 10%
- Enables 20% faster resolution of token support requests
- Lowers cost of managing tokens by at least 25%

Products

[Defender](#)

The Macao Water Supply Company Limited (Macao Water) sought to increase the productivity of its engineers who take care of the water-supply infrastructure in Macau. Many of the engineers use tablet devices to gain access to corporate data on the network. Access is important because it provides precise details of work the engineers need to do as well as detailed plans of the water supply infrastructure. Fast access to this information is often vital. Yet it needs to be done safely across a VPN without the risk of the network being infected by viruses.

An outdated remote access solution

The challenge for Macao Water involved the hard tokens for authenticating VPN access, which were time-consuming to manage. The tokens were used by company engineers and staff belonging to third parties, such as local banks, which need access to back-end systems to update payment transaction for customers. Yet sometimes the hard tokens were mislaid or owners forgot to return them when they left the organizations that needed to access the Macao Water back-end systems. Alvin Iun, Information Services Assistant Senior Engineer at Macao Water, explains, "We wanted a complete solution that simplified the administration of our tokens."



“We found that One Identity Defender was 25 percent more cost-effective than competing authentication solutions”

*Alvin Iun,
Information Services Assistant Senior Engineer,
The Macao Water Supply Company Limited*

A solution that ticks all the boxes

Macao Water launched a project to find an improved authentication system along with a new appliance to manage mobile access. Stakeholders assessed One Identity Defender, which delivers two-factor authentication. Unlike traditional two-factor systems, Defender is low-cost to deploy. It uses Active Directory for administration and identity management. In addition, IT administrators can configure Defender so that it's easy for staff to request and securely manage hardware and software tokens. “We saw that One Identity Defender could meet our business needs,” says Alvin. “Defender provided hard and soft tokens and included a help-desk feature to provide temporary tokens as well as reset and unlock accounts.”

Reduces token administration time by 10 percent

Today, engineers at Macao Water are working more productively with fast and secure access to corporate data. This also helps IT administrators save

time. Comments Alvin, “We have enhanced security with strong authentication using One Identity Defender tokens. Plus, administration is 10 percent lower because we have replaced many hard tokens with soft.”

Improves service levels enabling 20 percent faster help-desk support

Employees and third-party staff maintain their productivity with administrators resolving token-related support queries fast. IT staff can troubleshoot, diagnose and fix user authentication issues without delay using a few mouse clicks from any web browser. Likewise, they can reassign tokens or change user account details as quickly. Alvin says, “We can respond to user queries 20 percent faster with Defender with its rapid help-desk response features.”

Lowers authentication management costs by at least 25 percent

Macao Water has also reduced the cost of administering a token system by choosing Defender. Unlike with other vendor tokens, there is no pre-programmed expiration date on the Defender

hard tokens. Now Alvin replaces the hard tokens when the battery runs out of power instead of a pre-determined date given by the token vendor. What is more, he can run the Defender management server on the company's existing Windows platform and doesn't have to buy a dedicated server from the vendor. Says Alvin, “We found that One Identity Defender was 25 percent more cost-effective than competing authentication solutions.”

About One Identity

One Identity helps organizations get identity and access management (IAM) right. With our unique combination of offerings, including a portfolio of identity governance, access management, privileged management and identity as a service solutions, organizations can achieve their full potential — unimpeded by security, yet safeguarded against threats.

For more information, visit:
[OneIdentity.com/
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