Case study

District capital of Radolfzell (Lake Constance) pursues future-oriented approaches with access solutions

The district town of Radolfzell is the third-largest German municipality on Lake Constance. Set in a charming landscape, it has established itself as a recreational and health resort for all ages. The family-friendly city provides a broad range of educational offerings, well-developed care-services and recreational facilities.

When it comes to climate and environment, Radolfzell adopts new, modern approaches for public transport, energy supply and sustainable city development. Even back in 2012, the deployment of an access solution for mobile workers and the home office was considered by the IT manager forward-looking of the municipality.

After a brief testing period, the decision was made to adopt G/On. The concept of a portable, installation-free client without the typical complexity of VPN connections was convincing, and G/On's ability to combine multi-level security with low administrative effort was a clear winner.

> **"Our demand for additional home office workplaces could be met in no time."**
>
> **Dr Martin Richter**
> Dezernat I Abteilungsleitung IUK

Unlike VPN, G/On grants access to applications, terminal server sessions, virtual and physical desktop explicitly in an exact, specified way. PCs can be remotely powered up using Wake-on-LAN.

Administrative implementation

After providing a (virtual) Windows Server instance for the G/On Gateway and opening the communication ports, the entire remote installation took around 2 hours. The portable G/On Client licences require a dedicated security component alongside username and password for login. The so-called token is available as a physical device (Microsmart SD card) or a software-based token.

Currently, around 185 employees in the administration of Radolfzell are using G/On. The working environments range from the inclusion of branch offices via mobile clients to home office integration. "Especially during the pandemic, where infection protection is essential, we are fortunate to have this solution for many year and are able to scale it it easily", says Dr Richter.

Connecting smart devices

Following the successful implementation of G/On, the secure integration of smartphones with MS-Exchange was the next forward-looking project, started already in 2013. Close attention was given to the complete separation of private and corporate data on the devices. A container solution ensured that COPE and BYOD strategies could be implemented without compromising the user´s privacy, while also keeping critical corporate data fully protected.

A pre-installation checklist ensured that all relevant firewall rules and port approvals were in place and documented by the municipality of Radolfzell. Due to the decision for an On-Premises installation, a gateway server and a management portal were required as local instances.

The gateway protects the infrastructure against unauthorised access attempts and controls access to mailboxes, files and web applications. Both instances run on a Ubuntu-Linux platform, which was provided as pre-configured VM. The installation was once again carried out remotely.

The rollout of smart device connections for the first 30 users proved fast and convenient: An onboarding email pointed each user to an app download, enabling them to authorise their device with the provided code. After logging in to the mailbox and setting either a passcode or enabling Touch-ID, the users were ready to go.

MailZen offers numerous additional features, such as file management with access to local documents and centralised files via WebDAV or SharePoint, a viewer and editor for Office files, secure photo and scan features, and a hardened browser as the option to use web applications directly from within the container.

Approval

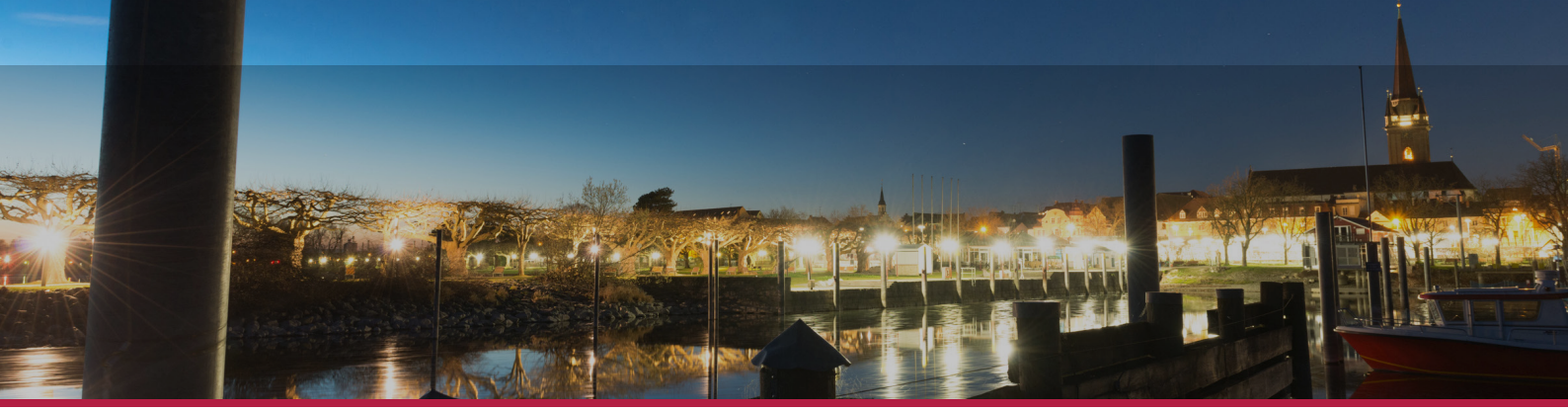
The user response to the implementation of G/On was, in general, very positive, thanks to the new platform being intuitive. In terms of administration, the effort is minimal. The MailZen management console provides a quick overview (e.g. how many users are connected using which devices) and versatile and extensive logs.

Result

“The combination of both applications has proven successful in everyday use. Our IT could satisfy the spontaneous requests for additional home office workplaces due to the Covid-19 pandemic in the shortest time possible. Extremely low administrative efforts alongside with high ease of use result in an excellent cost-benefit ratio”, emphasizes Dr Richter.

Achieved objectives

- High security for our IT systems
- Full compliance with strict privacy requirements
- Multi-factor authentication perfectly implemented
- Straightforward administration with easy-to-use web backend
- Customizable implementation into existing IT architecture
- Easily scalable and resource optimized design (VMware)
- Excellent event analysis and logging
- Quick rollout (token: hardware-/dongle-based)
- Performs even on low bandwidth internet connections typical for home users
- Customizable policy and rights management
- Lower costs, a simple licensing model



About

Soliton®

Soliton supports companies with their security management challenges, including network security and remote access to internal and cloud applications. Soliton's solutions protect the company's resources from unauthorised access and accidental data leakage, giving organisations control of who has access to what, when and how.

Our unique approach focuses on easy, simple, and cost-effective solutions — without compromising security. Setup and manage access in a way that makes sense for your business and helps you embrace the forever hybrid world.

About

GIRITECH®

WORK SMART, WORK SECURELY. ANYWHERE.

Giritech supports businesses, educational institutions, healthcare organisations and the public sector to implement consistent enterprise mobility and security strategies.

We mobilise access to email and PIM (Exchange/Notes), files, apps and desktop, with user-friendly, flexible and application-orientated solutions.

Beyond implementation, we also provide comprehensive pre- and after-sales support for all the products we distribute.

*The case study is a translation of the **original version published in German.** In case of divergences between the texts, the German version shall be the governing version.*