

Signify oils the wheels of authentication for Vopak



Vopak uses strong authentication provided by Signify for secure remote access

With a history dating back almost four centuries, Royal Vopak is the world's largest independent tank terminal operator specialising in the storage and handling of liquid and gaseous chemical and oil products. Vopak operates 80 terminals in 32 countries with a storage capacity of more than 26 million cubic metres serving the major shipping routes.

The company is headquartered in The Netherlands but is a truly international organisation reaching across Europe, Middle East and Africa, Asia, China and the Americas. With more than 3,500 employees spread across the globe operating from different sites and often on the move, good communications and anytime, anywhere access to corporate resources and information is a priority.



Simple passwords are not enough:

For Vopak, like other high-value international businesses, providing remote access can not compromise security. In particular, Vopak always recognised that simple password access to potentially sensitive data and resources was not tenable. If someone's username and password are hijacked, that person's entire digital identity is vulnerable and the attacker instantly acquires all of the victim's access privileges.

Key Benefits

Secure – Market leading two factor authentication identifies remote users, regardless of where in the world they log in

Reliable – Non-stop 24 x 7 service with over 99.999% service availability

Flexible – Scales with Vopak's workforce and tokens can be provisioned to users worldwide

Quick and easy to use – No up-front costs or deployment and management issues enable Vopak to concentrate on their core business

For Lambert Caljouw, Enterprise Architect at Vopak, strong authentication using two-factor authentication (2FA) was essential, requiring two distinct proofs of identity before granting access. The other decision taken by Lambert Caljouw was to outsource this specialist function.

Recognising outsourced expertise:

"Vopak is not an IT company and our strategy is to focus on our core business and outsource specific services to companies that can deliver reliable, flexible and efficient services," says Lambert Caljouw.

For its 2FA services, Vopak selected Cambridge-based Signify to provide hosted token-based authentication service that avoids any up-front hardware or software costs and handles all the deployment and management issues without in-house expertise.

Easy to use, anytime access: So far, over 500 Vopak employees from around

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the world have been issued with small RSA SecurID tokens from Signify – usually carried on a key ring – that produces a new unique one-time passcode (OTP) every 60 seconds. By using this, along with their known username and secret PIN, Vopak staff can identify themselves and gain immediate access to authorised resources. This ranges from giving senior executives and account managers anywhere, anytime access to their email,



to providing in-house and third-party IT support teams with access facilities for remote service and maintenance.

Expanded application for business benefits: The benefits of these secure remote access services are also accelerating Vopak’s plans to roll out further services. For example, staff working at storage terminals and offices in the Netherlands can use the same Signify token to access business applications and documents from their home PCs or laptops. This is achieved through a Citrix Access Gateway giving users access as if they were sitting at their desks in the office.

Increased efficiency and flexibility: “Having full remote access to local resources increases efficiency and flexibility while also providing Vopak staff with a better work/life balance,” says Lambert Caljouw. “We are now looking to replicate the solution in other regions by allowing local secure

servers to send the Vopak user’s credentials (username, OTP and PIN) to Signify and receive the authentication result.

Hassle free and reliable managed service: Signify’s Identity Management Centre (IMC) web portal allows users to manage their own accounts and gives Vopak administrators the ability to enforce security policy, add or remove users and delegate management responsibility to regional or departmental managers, as well as providing the reporting tools to track each token and monitor usage information.

And for Lambert Caljouw, a good managed service is one that needs no managing and delivers a reliable 24x7 service. “With our previous provider, some of the tokens would run out of synchronization that could cause problems. Because the support staff is not round-the-clock, a forgotten password or a lost token would often cause significant delays in sorting it out. Signify handles everything from dispatching devices and rights administration to handling lost tokens or forgotten passwords. It’s a no-hassle solution and if a user does lose a token, Signify provides them with emergency access by delivering a one-time passcode to a mobile phone, PDA or PC by SMS or email.”

Practical option for global organisations: “The demand for more remote access and flexible working is highlighting the problems of using simple static passwords for user authentication,” said Dave Abraham, CEO of Signify. “Vopak is one of a growing number of major global organisations that is reaping the benefits deploying two-factor authentication through a managed service to deliver a wide range of services without up-front investment or ongoing in-house expertise and support.”

For Vopak, having a trouble-free service means that it can focus on doing what it does best – fulfilling a crucial part of the energy supply chain for businesses all around the world.

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