IDENTITY

> "All our safety requirements are met with a convincing price/performance ratio and **a well-functioning support system**."

PATRICK RASTEDTER, HEAD OF IT INFRASTRUCTURE, MIGROS LUCERNE COOPERATIVE

CLIENT
Migros Lucerne Cooperative

CHALLENGE
Connecting the SMS Passcode interface together with the interface of Swisscom – a leading telecommunications company in Switzerland with a high-availability SMS platform.

SUPPORTED SYSTEMS
VPN/VDI

SOLUTION
SMS Passcode's multi-factor authentication solution with password reset module

Major Switzerland food distributor improves processes by switching to token-free multi-factor authentication

Migros Lucerne has been regarded for over 75 years as a successful, forward-thinking company with a strong co-operative identity. With 6,000 employees, it's the largest private employer in Central Switzerland, and an important distribution partner for more than 1,000 regional producers and suppliers of food items and consumer goods. Migros Lucerne delivers those goods to supermarkets, convenience stores, specialty stores, restaurants, and many other comercial outlets throughout Central Switzerland.

In the Migros Lucerne Cooperative, it's important to coordinate employees, suppliers, partners, and subcontractors within the logistics, industrial, and IT sectors. Strict security requirements must be combined with IT operations that are both highly intuitive and user-friendly.

After phasing out the previous token-based security solution, Migros Lucerne decided to go with SMS Passcode's multi-factor authentication (MFA) solution.

"Using our previous solution was a major challenge from a cost-benefit and organizational perspective, as the process of distributing tokens to users was a major challenge, taking up a lot of time and resources," said Patrick Rastedter, Head of IT Infrastructure. "Since the implementation of SMS Passcode, this administrative procedure is no longer necessary."

Also, with the previous system, much of the IT department's time was spent dealing with issues relsted to synchronization errors and many users repeatedly losing tokens. As an innovative one-time password solution, SMS Passcode eliminates these specific problems, so the decision to turn to the new software was an easy one to make.

Connecting with the telecom service provider

The implementation process went smoothly, despite an unexpected challenge that arose related to the interface connection between SMS Passcode and Migros Lucerne's telecommunications service provider, Swisscom.

"Swisscom was not integrated as the default SMS provider. So close cooperation between Swisscom and SMS Passcode was required to connect the interfaces. But the SMS Passcode project managers quickly overcame the challenge and everything now works perfectly," said Rastedter.

The multi-factor authentication system meets Migros Lucerne's security requirements of:
• On-site solution
• Swiss-based Flash SMS
• Secure, self-service process for password resetting

A simple, secure solution

Today the new process for connecting Migros Lucerne employees and partners is quick and easy:
1) Employee launches the VPN client or opens the corresponding web page in their browser to connect to the VDI infrastructure.
2) Employee receives an SMS with a PIN code on their cellphone.
3) Employee enters code. If the code is entered correctly, the connection to the company's internal network is established, either via VPN or direct access to the VDI infrastructure.

For added security, the code needed by users to authenticate a session is generated only after a user request has been completed successfully using their username and password. This code is also only valid for the device from which the user initiated the current query. This is an important security feature because Migros has more than 1,000 SMS Passcode licenses protecting IT access for its employees working from home. So even if a hacker intercepts the code, they cannot us it on any other computer.

In the future, external service providers will also be able to log on using the new MFA solution, with the PIN code sent by SMS or email to a collective mailbox.

Intuitive and convenient

Rastedter cited two reasons the new MFA process has gone so smoothly:
• Employees and partners no longer need to keep additional equipment on hand, as everyone usually has their cellphone with them
• Most users are already familiar with the process from using similar systems (e.g. e-banking)

"The selection procedure is quick and easy for users. We've almost run out of IT support cases," Rastedter said.

MIGROS
Genossenschaft Migros Luzern

Secure, self-service password reset module

With more than 6,000 licenses, Migros Lucerne decided securing its IT system with SMS Passcode's password reset module (sold separately) was a good idea. With the password reset module, if a Migros employee uses an incorrect password for remote access, the password will be detected and the employee is immediately notified by SMS if their access is blocked.

The big advantage: this message contains a link to a self-service website where the password can be reset independently – without having to contact the IT department.

In summary, Rastedter says switching to the SMS Passcode's multi-factor authentication was a smart decision. "We're a long-time customer and very satisfied with the product."

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