THE
DATA
PROTECTION
COMPANY

**Brother Industries
SafeNet Authentication Service**

CASE STUDY

Known for its sewing machines and printing solutions, the Brother Group secures access to its 24-hour IT support systems with cloud-based SafeNet Authentication Service. As a result, the company has experienced large-scale cost savings, reduced management loads, and guaranteed security of its core systems.

The Organization

Brother Industries Ltd. began with manufacturing and selling household sewing machines. Today, the company has locations in more than 40 countries, and sewing machines (including household and industrial machines) account for only 11 percent of sales, with approximately 70 percent from printing solutions, such as multi-function printers/fax machines.

The Business Need: Secure Remote Access

Brother Industries Ltd. has entrusted its information systems support to ABeam Consulting for many years. Together, they established a 24-hour support system comprised of approximately 30 staff, all equipped with secure computers for home use so systems could be accessed around the clock to maintain a high level of security. The computers were equipped with identity checks, fingerprint authentication, and a troubleshooting system.

However, as end of support for Windows XP approached, Brother and ABeam Consulting had to examine other options, such as switching to Windows 7. Ultimately, they decided to replace users' computers with a thin client so that sensitive information would not be stored locally on PCs. At the same time, a switch to newer biometric authentication systems was examined. However, fingerprint authentication scanners were inconsistent so support technicians were sometimes unable to log into the system, which led to high help desk overhead. Brother needed an authentication solution that could guarantee high levels of security while also being low cost, easy to manage, and simple to use.

Challenge
To enable secure remote access for the 24/7 support team, Brother required a cost-effective, agile authentication solution

Solution
SafeNet Authentication Service verifies identities with cloud-based authentication and SMS one-time-password authentication.

Benefit
Team members can log in easily and securely, and Brother reduced operational costs by 40% by moving to a cloud-based solution.

brother
at your side

The Solution: Cloud-based Authentication with SMS One-Time Password

Examination of the thin client and new authentication systems was started in September 2012. Brother chose T4U 2X as their thin client, which has a good balance between cost and function, and was already being used by other departments. To control access to the terminals, Brother evaluated a variety of two-factor authentication solutions, including traditional hardware tokens and SMS authentication. Hardware tokens were examined but rejected due to the cost of hardware, hassle to users, and the need to replace lost tokens. Ultimately, Brother chose the SafeNet Authentication Service (SAS) one-time-password solution, a cloud-based method that authenticates by sending a one-time password to the user's mobile phone.

"Everyone has a cell phone, and we determined this to be both highly safe and simple because a password can be sent to a pre-registered email address," said Shigeru Mizuno, Planning and Information Group 1 Manager, Strategic Promotion Department of Brother Industries. "Also, because the SafeNet one-time password service is cloud-based, there is no need to set up a server, and startup is easy."

After two months of testing, Brother and ABeam moved the 30 support technicians to SafeNet Authentication Service. SafeNet Authentication Service makes strong authentication easy, offering flexibility to support all types of mobile phones and scalability to easily add users. SafeNet Authentication Service also provides completely automated processes and management functions, as well as customization, to allow for a seamless and comfortable user experience.

The Benefits: 40% Cost Reduction

Adoption of the new system resulted in large-scale cost reductions, as well as reduced operational requirements and expenses—approximately 40 percent savings. The simplicity of the login experience was well-received by the users, who appreciated the easy, reliable SMS authentication process.

"Previously, we paid maintenance costs for the fingerprint authentication systems, as well as various operational burdens associated with the computers, such as added disk space, replacement of machines, and software and operating system updates. With the combination of the 2X thin client plus SafeNet Authentication Service, these costs have been rendered unnecessary, which is a great benefit. We believe that the new cost is roughly 60 percent of the previous system," said Mr. Mizuno.

While previous fingerprint scanners were temperamental, causing frustration and preventing users from logging into the system, the SafeNet one-time password solution using a cell phone and the simple, easy-to-understand operation has been favorably accepted.

With the thin client, when system updates are necessary, all user environments are updated with one operation on the server side, which considerably reduces management operations. Also, Brother

was able to integrate their existing VPN environment with SafeNet Authentication Service and the 2X thin client, reducing costs even further.

Mr. Mizuno believes that "the results are above and beyond what we initially expected." Because of the resulting cost savings, reduced operating loads and simple, easy-to-understand operation, the system is now being examined for overseas expansion.

"Until now, support for overseas manufacturing and sales bases was conducted from Japan. However, if we use this system, we can entrust support duties to ABeam Consulting's overseas operation bases. We believe this can be handled locally. In the past, it was necessary to construct large-scale systems to ensure security over dedicated communication lines. However, with the thin client and SafeNet authentication, we are assured that our data remains secure," said Mr. Mizuno.

"With the combination of the 2X thin client plus SafeNet Authentication Service, we have eliminated many hardware and operational costs. We believe that the new cost is roughly 60 percent of the previous system."

- Shigeru Mizuno, Planning and Information Group 1 Manager, Strategic Promotion Department of Brother Industries

About SafeNet Authentication Service

SafeNet Authentication Service delivers fully automated, highly secure authentication-as-a-service with flexible token options that are tailored to the unique needs of your organization and that substantially reduce the total cost of operation.

Strong authentication is made easy through the flexibility and scalability of SafeNet Authentication Service's automated workflows, vendor-agnostic token integrations, and broad APIs. In addition, management capabilities and processes are fully automated and customizable—providing a seamless and enhanced user experience.

With no infrastructure required, SafeNet Authentication Service enables a quick migration to a multi-tier and multi-tenant cloud environment, and protects everything from cloud-based and on-premise applications to networks, users, and devices.

About SafeNet

Founded in 1983, SafeNet, Inc. is one of the largest information security companies in the world, and is trusted to protect the most sensitive data for market-leading organizations around the globe. SafeNet's data-centric approach focuses on the protection of high-value information throughout its lifecycle, from the data center to the cloud. More than 25,000 customers across commercial enterprises and government agencies trust SafeNet to protect and control access to sensitive data, manage risk, ensure compliance, and secure virtual and cloud environments.