

The Departmental Council 77 secures and simplifies access to its IS with Systancia Access

Challenge:

- > Manage access to the Information System and associated identities, to strengthen security and simplify daily use

Solution:

- > Systancia Access

Benefits:

- > Improved user experience
- > Enhanced security
- > Expertise and availability of teams

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Systancia Access allowed us to carry out our project, to simplify access and define a real password policy to enhance access security. The solution has also improved the work experience of users, who can no longer do without it!

M. Loann Fraillon
Infrastructure Deputy Director

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The challenge

With its 5,915 km² and about 1.4 million inhabitants, Seine-et-Marne is the largest department in the Ile-de-France region. Therefore, the Departmental Council employs 5,000 agents. This represents 3,500 workstations (including 1,200 thin clients) used every day on 70 sites connected to the Departmental Council's network, spread throughout the department.

The Information System Department has 90 agents in charge of two main missions: the implementation of projects through the acquisition and management of applications, and the management of infrastructure and users.

In 2012, the IT Department identified new needs in terms of security policy. Two projects were launched, on access management and identity management. The objective is to be able to answer the questions "Who accesses the IS? When do they access it? What are they doing on the system?". Single Sign-On (SSO) was quickly identified as a solution that strengthens security while simplifying daily use.

The solution

In 2014, the DC 77 launched a call for tenders for its project with three main criteria: technical quality, suitability for the project and implementation, and budget optimization. KNS, a Systancia partner, won the contract with the Systancia Access solution.

The IT department of DC 77 was trained internally by KNS and the integration process began with a modelling phase on 5 representative applications. This was followed by the implementation of a pilot to manage the authentication to these 5 applications for 220 agents.

Today, Systancia Access is used by 3,500 agents equipped with computers to authenticate to 60 business applications of the DC.

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An enhanced security policy

Systancia Access allows to significantly strengthen the security policy. Thanks to the automation of application identification and strong authentication mechanisms, the password complexity required for a good security is ensured, and no password needs to be exchanged for any reason. No more post-it notes, no more passwords that need to be written down on a piece of paper to make sure they will not be forgotten. The implementation of the solution has also allowed the IT department to reinforce its communication of good practices.

Improved user experience, particularly in a telework context

The implementation of SSO allows users to memorize only one password to authenticate to the network every day and thus access all their applications throughout their session, as authentication to these applications is automatic. Beyond the undeniable gains in security and time, the user experience is also greatly improved. Users can now access their resources more easily, without having to memorize various passwords that can be very complex and difficult to remember. The solution works on the professional workstations of the DC 77 as well as on laptops and thin clients.

In 2020, the deployment of a massive telework among DC 77 agents due to the health crisis was facilitated by the use of virtual desktops coupled with SSO and generalized beyond the 1,200 thin clients. Thus, the agents found their usual working environment, without any impact on their user experience as confirmed by Loann Fraillon, Infrastructure Deputy Director of the Departmental Council: *"Users were on familiar ground since they found a Windows desktop with their tools and their SSO which generates their passwords as usual"*.

A team of experts available and responsive

Throughout the implementation of the solution, Systancia's teams have been responsive and available to ensure high-quality collaboration and the successful completion of the DC 77 project. Today, they ensure the effective and regular development of functionalities.

About Systancia Access

Systancia Access is an authentication product that allows you to securely manage the transparent authentication of the user to all his applications, on-premise or cloud (heavy client, web or mobile). It offers complete traceability, the "single sign on" (SSO) for client-server or web applications and different authentication modes: strong, adaptive or federative authentication (identity federation, by managing and injecting tokens into applications).

About Systancia

At Systancia, we value ingenuity to innovate. We blend application virtualization, cybersecurity and artificial intelligence to create unique, award-winning and certified solutions. Behind every workplace, there is a person who deserves to be empowered and trusted. This is our belief and our goal. This is why hundreds of public and private organizations choose Systancia, to unlock the potential of everyone, in full trust. With all our R&D in France, we sell our application virtualization (VDI), private access (ZTNA), privileged access management (PAM) and identity and access management (IAM) solutions across the globe, with our valued partners.