



AuthAnvil

Strong Authentication
Server for Windows

Customer Solution Case Study



Company: Western Iowa Telephone

Web Site: www.wiatel.com

Customer Size: 18 employees

Country or Region: United States

Industry: Telecommunication

Company Profile

Western Iowa Telephone Association has been providing telecommunications services to their owner/members since 1949. While the types of services they offer have changed over the last 50+ years, their commitment to service has remained their top priority. Western Iowa Telephone continually strives to provide the most current, technologically-advanced services to their members in all 11 northwest Iowa communities that they serve.

Partner: Heartland Technology Solutions

Partner Web Site:

www.heartlandtechnologies.com

Software and Services

- Windows Server 2003 R2
- AuthAnvil Strong Authentication Server
- AuthAnvil RADIUS Server
- AuthAnvil Hardware Tokens
- SonicWall Pro 2040 UTM Firewall
- SonicWall SSL-VPN 200 appliance

For more information about other AuthAnvil customer successes, please visit:

www.authanvil.com/casestudies

Telephone company gains confidence and strengthens remote access.

“As a managed services customer, HTS is responsible for managing all network systems, including security for Western Iowa Telephone. AuthAnvil has helped HTS secure the environment and guarantee that only valid users are accessing the network remotely, including 3rd party application support staff. This has simplified our ability to track what people are doing and understand better when remote changes are being made.”

Derek Kuhr, Lead Engineer, Heartland Technology Solutions

Western Iowa Telephone – With over 50 years of service to its communities across Western Iowa- strives to provide the most technologically advanced services to their members. To increase their ability to do this, the company upgraded to use SonicWall’s SSL-VPN with AuthAnvil’s strong authentication with identity assurance protection so field technicians and business partners could gain secure remote access. This gave managers the confidence they needed to ensure they knew just who was gaining access.

Business Situation

Western Iowa Telephone Association has increasingly been relying on remote access for their employees to provide 24x7 support for customers. Increasingly, this is from home computers or laptops deployed in the field to technicians. The same remote access system is also leveraged by accounting and other business related staff. This increase in remote access usage created a dialog regarding who had access afterhours and how to tell who was using that access.

Technical Situation

Many key line of business applications deployed today do not fully integrate their security and password systems, making it complicated to enforce password policies. As such, the edge security for remote access has become more important in preventing access to internal systems. The existing SonicWall SSL-VPN solution provided integration with the internal network and provided a solid remote access platform, but still was dependent primarily on passwords in an out of box

experience for ease of use.

Solution

After reviewing the customer's concerns and business needs, it was determined that one-time-passwords (OTP) were the appropriate solution. Leveraging Scorpion Software's AuthAnvil SAS, the AuthAnvil RADIUS Server, and AuthAnvil hardware authentication tokens, the existing SonicWall SSL-VPN was extended to use AuthAnvil as the strong authentication solution to provide OTPs. Each employee was issued a token for use when remotely accessing the network. Likewise, tokens were provided to a line of business (LOB) application vendor for their support staff to leverage when accessing Western Iowa Telephone Association's networks. Through the use of the token code, user pin, and username, management has been able to feel assured that they can control and track who is remotely accessing the network at all hours.

Benefits

- **Simplified deployment.** Without the need for a VPN client, remote access is easier to use, and is further strengthened with the use of AuthAnvil tokens.
- **Reduce administration time.** 95% less time is now spent identifying who is logging into the network remotely.
- **Gained confidence.** Management has increased confidence by 99.9% in the authentication mechanisms now used.
- **Simple password management.** IT administrators have been able to decrease the dependence on password policies for remote access, making it easier for users.

- **Wise investment.** AuthAnvil gives Western Iowa Telephone the capability to apply appropriate strong authentication protection to server and/or workstations if the need arises without any further capital investment.

About Heartland Technology Solutions

Heartland Technology Solutions has 80 employees in 8 offices across five Midwestern States. HTS provides a variety of IT products and services to small and mid-sized businesses and prides itself in applying technology to solve business problems. HTS offices are located in Harlan, Iowa (headquarters), Ames, Iowa, Joplin, Mo, Omaha, Ne, Wichita/Hutchinson/Newton, Ks, and Muskogee, OK. Total revenues last year were \$17M.

About Scorpion Software

Scorpion Software designs and delivers strong authentication solutions to small businesses that need to provide truly secure access to confidential data over the Internet. We provide identity assurance solutions to reduce the risks associated with the use of weaker forms of authentication such as passwords and provide a higher level of confidence that only authorized users can access their company's most important business assets – their proprietary information and systems. More information about Scorpion Software can be found at www.scorpionsoft.com.



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