Customer case

Daimaru Corporation and Soliton Systems

SECUREBROWSER AND NETATTEST EPS SOLVE REMOTE WORKING CHALLENGES

In 2016, Daimaru Fujii and Nitto merged to become Daimaru Corporation. Selling office supplies, furniture and IT infrastructure to a wide range of businesses, they're headquartered in Sapporo.

With a vast sales area to cover, Daimaru needed effective and secure access, no matter where employees needed to work.

The increasing requirement for remote working and collaboration led Daimaru to Soliton Systems and their SecureBrowser and NetAttest EPS solutions.

Challenge

The sheer distances Daimaru sales reps were required to travel was becoming an increasing problem for the company. Internal systems, workflows, and employee portals could only be accessed from the office, significantly reducing remote workers' operational efficiency.

The Daimaru management team identified four key challenges:

- the inability for field operatives to undertake basic IT tasks, regardless of location;
- the absence of remote access to crucial company resources and applications;
- a reliance on employee-owned devices and insecure VPN connections; and
- information leakage from devices out in the field.

It was also becoming common for employees to use their own devices, leading to a self-styled BYOD culture that was anything but secure. Daimaru attempted to address this by providing team members with dedicated remote desktop PCs, which resulted in time wasted managing multiple devices. "They had to manage two PCs - the PC at their desk and the Remote Desktop PC, which made us back away," explained Section Director, Satoshi Kameda.

The reliance on VPN connections was also causing significant problems, providing no tangible increase in operational efficiency, and compromising network security due to the configuration.

The combination of insecure VPNs, reduced access to company assets and an unmanaged BYOD culture required a comprehensive solution. That's when Daimaru discovered SecureBrowser.

SecureBrowser goes beyond safe, secure remote access

SecureBrowser platform is designed for businesses that have internal web services operating under the control of the company. Common examples include patient record systems in hospitals and financial services whose applications and databases need to remain within the office walls.

Daimaru fits squarely into this category. They quickly realised that SecureBrowser would deliver the secure remote access they required and give employees access to company assets that would otherwise only be available within the company network.

Daimaru needed to move away from using VPNs, which are static and not user friendly. By comparison, SecureBrowser enabled Daimaru employees to sign on quickly (via facial recognition on their smartphone, if desired) and immediately access company web services.

This solution has resulted in three clear benefits:

- **it works flawlessly on macOS, Windows, iOS, iPadOS and Android;**
- **no user data is left behind on the remote device; and**
- **users can't copy and paste content onto local devices.**

The ease of connection and absence of security threats had a positive, immediate impact on users. After implementing SecureBrowser, Daimaru employees began connecting far more regularly than they did via the VPN. And they could do so safely with their own devices; BYOD was no longer a security threat.

Management of the new remote connections was also far easier for the Daimaru IT team. Rolling out new connections took a fraction of the time compared to VPNs; if someone no longer required remote access, the company immediately revokes the certificate.

> **"In addition to the ease of installation, SecureBrowser was attractive because it could be used without changing the internal environment that we were used to," said Kameda.**

NetAttest EPS introduces two-factor authentication

Prior to engaging with Soliton, Daimaru had no easy way to distribute user and device certificates for two-factor authentication.

Soliton's NetAttest EPS service provided the answer. By adding additional security features and certificates, remote users could still use their computers. But they could only connect if they had both an authenticated device and user account.

This means that users and devices are intrinsically linked. Both certificates must be present in order for access to be granted, which means that no other user can log onto the device in question.

"There was some concern when it was first introduced whether employees would be able to install the certificate," explains Section Director Mr Takayuki. "However, we were pleasantly surprised that there were few inquiries about how to use it when the operation started."

Daimaru's employees are delighted with the new remote access platform provided by SecureBrowser and NetAttest EPS. In particular, the ability to complete work without having to drop into the office was transformative.

Employee devices were also no longer a concern thanks to the NetAttest EPS certificate model, which fully authenticated access to company assets.

Daimaru now has a solid groundwork for innovation and barrier-free remote working.

> **"SecureBrowser plays a core role in the way we work and enriches our business environment," said Takayuki. "We'll be using these Soliton platforms to completely reform our working style by leveraging the experiences offered by SecureBrowser and NetAttest EPS."**

To find out more about SecureBrowser

click here

To find out more about NetAttest EPS

click here

About Soliton Systems

Soliton Systems specialises in IT Security and Ultra-Low Latency Video Streaming, headquartered in Tokyo, Japan. Our current CEO and founder, Nobuo Kamata, PhD, has been a technology-oriented leader and pioneer since 1979. Soliton has a strong vision to innovate solutions to logically satisfy the needs of our customers, without adding complexity.

Soliton Systems has continuously set new standards in performance, quality and reliability in our areas of expertise: Cyber Security, Mobile Live Broadcasting and Public Safety.

For more information visit: www.solitonsystems.com

Soliton®

www.solitonsystems.com

SOL210223