

CUSTOMER STORY

ENCAPSULATED INTERNET ACCESS WITH BROMIUM

Computacenter supports public administration's IT service provider with the introduction of encapsulated internet access based on a solution from Bromium.

OBJECTIVE

Dataport, the IT service provider for the public administration of six federal states in northern Germany, wanted to introduce a solution for more than 30,000 customers who use their clients to access the Internet via a terminal-server solution. The solution needed to enable secure and efficient Internet access, increase the number of access points available for simultaneous use, and provide greater convenience in handling uploads, downloads and data transfers.

SOLUTION

Computacenter was able to beat the competition and secure the contract in a tender process. Dataport signed a framework contract with its long-term IT service partner Computacenter and gave the go-ahead for the proposed Bromium Secure Browser solution. The contract included the introduction of the encapsulated Internet browser with all the associated services.

OUTCOME

More than 2,500 of the planned 32,000 clients were equipped with the new Bromium solution within just a few short months of concluding the contract. Secure Browser encapsulates the Internet browser through hardware-isolated micro-virtualisation. This means that all risky user activities with data from foreign sources are executed in isolation.

SERVICES

- Security
- Consulting Services
- End User-Relevant Vendor Partnerships
- Software Lifecycle Management

USER EXPERIENCE

- Enhanced performance
- Increased user satisfaction
- Improved access to information
- Maximised user productivity

BUSINESS IMPACT

- Improved security
 - Higher customer satisfaction
 - Reduced administration effort
 - Lower costs
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Computacenter has been an important and competent partner for many years. Our teams work closely together on an equal footing and the cooperation is outstanding. In this project, which ran swiftly and extremely smoothly, we were once again able to rely on the expertise provided by the specialists at Computacenter.

Jan-Eric Hein
Bromium Product Manager
Dataport



OBJECTIVE

An encapsulated Internet browser for greater security and better performance

As an information and communication services provider, Dataport manages the state and tax administrations in six federal states as well as numerous municipal administrations. The company has established a close partnership with Computacenter that is based on many years of co-operation.

Dataport put out a call to tender for the provision of an Internet browser software package. Computacenter submitted a bid with the Bromium Secure Browser solution and was able to win out against the other solutions offered by competitors.

In awarding the contract, Dataport was responding to a frequent request from its public administration customers to provide an encapsulated Internet browser on the clients. The separate Internet access for more than 30,000 supported users previously took place via a terminal-server environment in the Dataport data center. This solution had several issues relating to limitations in the number of simultaneously available access points, limited convenience when handling uploads, downloads and data transfers as well as inadequate performance when accessing websites.

SOLUTION

Secure browsing with Bromium

As the framework contract partner, Computacenter supplied Bromium licences for the 32,000 clients that Dataport manages in six states in northern Germany. The software was rolled out following a pilot project with 50 clients. The specialists at Computacenter configured the software using the Bromium Enterprise Controller and tailored it to the requirements of the customer's computers. Dataport took over the roll-out of the software. In this phase, Computacenter provided technological support with its Consulting Services as well as training for administrators.

The Bromium Secure Browser solution encapsulates the internet browser using hardware-isolated micro-virtualisation. The core elements are a Xen-based hypervisor, specifically developed with security in mind, and the integrated virtualisation features of all current CPU generations.

The framework contract concluded between Dataport and Computacenter provided for the gradual migration of all 32,000 users with Internet access via the terminal-server environment, which Dataport manages for its customers, to the new Bromium solution.



Bromium has been working closely with Computacenter for over three years and we have had a great deal of joint commercial success, especially in the public sector. The profound expertise of Computacenter's specialists makes the company a reliable and respected partner.

Jochen Koehler
Regional VP Sales Europe
Bromium



OUTCOME

Greater convenience for users

The use of the encapsulated Internet browser was Dataport's response to a frequent customer request. The much slower Internet access experienced by customer clients via a terminal-server environment in the Dataport data center is now a thing of the past.

The Bromium solution encapsulates and isolates risky activities with data from foreign sources. For example, websites are accessed in separate micro virtual machines, as is also the case when opening and processing a downloaded file. Contact with the actual operating system is reduced to the bare minimum so that users retain their customary workflows with the greatest possible security.

This means that manipulations by any kind of malware whatsoever are always restricted to the executing micro virtual machine, which is automatically deleted after completing the activity. In the above example, this would take place after closing a browser tab. This reliably prevents malware from compromising a terminal and the administrative network.

ABOUT DATAPORT

Dataport is the information and communication service provider for the public administration in the four federal states of Hamburg, Schleswig-Holstein, Bremen and Saxony-Anhalt as well as for the tax administrations in Mecklenburg-Western Pomerania and Lower Saxony. The public institution was founded on 1 January 2004 based on an agreement between the federal states and has its head office in Altenholz near Kiel, with subsidiaries in Hamburg, Rostock, Bremen, Lüneburg, Magdeburg and Halle.

MORE INFORMATION

To find out more, please send a mail to communications.germany@computacenter.com
