

## Hørsholm Council chooses new Danish solution for extending remote connectivity

**Hørsholm Council chose G/On to replace their VPN and secure token solutions due to its cost-cutting ease of administration and strong security features.**

Hørsholm is a scenic and highly sought after region, north of Copenhagen. Hørsholm Municipal Council employs over 1500 employees to service the needs of Hørsholms 24,000 residents.

These employees operate around 200 software applications and their diverse IT needs are taken care of by the 9 members of the IT Department. The size of the task confronting the small team demands that a high level of efficiency on behalf of both the staff and the systems they use, indicates Flemming Pihl Knudsen, who is IT Operations Manager at Hørsholm Council.

Hørsholm Council has been offering employees the option of remote access for years. Sometimes because it is necessary, other times because it is simply convenient. Their experience stretches back to the ISDN connections that they set up for Directors and Board.

“After that came ADSL and TDC’s KIK solution which let us extend remote access to more users, like our department managers,” recalls Flemming Pihl Knudsen.

These solutions however carried a risk that Flemming Pihl Knudsen was keenly aware of.

“They meant giving people a tunnel into the network, which is always a risk, and increases the need for setting security policies and educating people to follow them.”

However the demand for even more flexible connectivity continued to grow with more people wanting to connect while they were out traveling and so on.

“To meet this need we installed a Cisco VPN Server solution. We also introduced a secure token system for one-time password (OTP) authentication,” explains Flemming Pihl Knudsen.

### **Enter G/On**

A year later they heard about a new product. Having only recently invested in a set of new solutions, interest wasn’t very high. But the key factor did catch the Hørsholm Kommunes IT Department’s attention – simple administration.

“G/On was easier. Much, much easier,” says Flemming Pihl Knudsen. “The installation process was also simpler the users as nothing needs to be installed on the PC. G/On USB is so easy, and the users we tested it on came back with very positive comments.”

### **Strong security features and competitive pricing**

“So we started evaluating G/On’s security features. There was no IP address for the local network, which is a big plus, plus it had the encryption and the 2-factor authentication.”

“This meant now we only needed one solution instead of two, plus we weren’t at the mercy of users following security policies.”

“We have a policy that no data should leave the council. This demand is met by G/On because users only have access to systems that they are specifically authorized to use and it is not possible to download or upload data to the municipality network.”

G/On’s was also competitive priced compared to what else was on the market.

“Hørsholm Council has a lot of users who need access to a lot of different systems. We have around 1000 regular PC users and another 500 users who occasionally need access,” says Flemming Pihl Knudsen. “And as the demands keep getting bigger year for year, we saw that G/On could help our small team be even more efficient when it came to remote connectivity.”

Eventually Hørsholm Kommune will be able to give all the council’s employees access to their Intranet, via G/On USB.

“We have already given G/On USB key to teachers so they can quickly and easily edit school websites for example, and soon we will also be looking at the other possibilities in G/On,” explains Flemming Pihl Knudsen. “Ultimately it is always about optimizing work processes.”

### **High Performance Connectivity – a user’s point of view**

Henrik Laybourn is the Department Manager of the School and Institutions Department at Hørsholm. He’s being using G/On USB for several months now. For him the biggest benefit of using G/On is its performance.

“I work from home a lot. It’s not unusual for me to log onto Hørsholm’s network as often as 5 or 6 days a week. I had a remote connection before I started using G/On but it was relatively slow. The big advantage with the G/On USB is its speed. Once I’m connected, it is much faster to work with the files and applications I use.”

Henrik Laybourn uses G/On to connect to Lotus Notes, GoPro, an electronic document database application and Microsoft Office pack, via a Microsoft Terminal Services Remote Desktop.