

S/MIME with Outlook and mobile devices at Dräger

Dräger uses the TOPKI solution from Secardeo for the distribution of keys and certificates.



Drägerwerk AG & Co. KGaA



The listed Drägerwerk AG & Co. KGaA from Lübeck develops, produces and distributes devices and systems in the areas of medical, safety and diving technology. Founded in 1889 in Lübeck, the family business is a fifth-generation company and has developed into a global listed company. Dräger employs more than 13,000 people worldwide and is represented in more than 190 countries around the globe. In 2016, the company generated sales of over 2.5 billion euros.

Challenge and objective

At Dräger, as in many medium-sized and large companies, communication with internal users as well as with external partners is carried out massively via e-mail based on Microsoft Outlook and Exchange and increasingly also with mobile devices. Therefore Dräger used early the end-to-end encryption of e-mails with Outlook using S/MIME and trusted certificates of a public certification authority (CA). After it became known that the previous e-mail certificate provider wanted to discontinue its operation in the middle of 2014, the need emerged to find a replacement service provider

Conditions

The desired conditions were:

- End-to-end encryption also within the enterprise, which excluded a gateway solution from the top.
- The certificates should be managed at Dräger and should not underlie permanent service provider access.

- The CA should be established in Europe.
- Certificates should also be trustworthy outside their own company.
- The solution had to be managed even in larger numbers without additional personnel requirements.

The challenge was, in addition to the appropriate CA, to find a company software that enabled the various tasks of certificate management in conjunction with the CA in an enterprise environment, or made possible by means of a high degree of automation at all.

Solution

After a corresponding service provider had been found, a successful collaboration with Secardeo was pointed out. The products met exactly the requirements and therefore nothing stood in the way of a joint cooperation.

For the auto enrollment on several thousand Windows clients, the certificate enrollment proxy certEP by Secardeo was chosen. The trusted certificates should be obtained through a CA from SwissSign.

Although the initial setup, due to the necessary AD adjustments, template creation, GPO setup, interface configuration, etc., was a very complex matter, the setup was carried out very quickly thanks to the competent support of Secardeo employees.

Customer benefit: modularity

The Modularity of the individual Secardeo products particularly convinced Dräger. At the start, the products certEP were used for certificate generation and certPush to automate the sending of the certificates to the end users.



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Relatively quickly, it became clear that a large number of changes such as name changes by marriage, departure of employees, changes to e-mail addresses, etc. required an automated solution in the revocation of e-mail certificates. This could be covered to the fullest satisfaction by the Secardeo product certRevoke.



"Overall, we can say that the Secardeo software solution to distribute and manage e-mail certificates in an enterprise environment has absolutely convinced us thanks to the high level of automation and the associated reliability."

*Peter Fingerhut
System Manager IT Workplace Client Services*

With Dräger, the components from the Secardeo TOPKI platform provide up to 9,000 Windows users with trusted S/MIME certificates from SwissSign on Windows and mobile devices. Today Dräger uses the encryption of e-mails massively on all devices and significantly increases the security.

Expansion for mobile users

In a further step, users of mobile devices should also be provided with their keys and certificates. As smartphones have grown in importance over the years, the need had steadily grown to provide the user with an automated solution to decrypt and read their encrypted e-mails and to write new e-mails and encrypt them on the road.

Here, in close consultation between Dräger and Secardeo, a solution could be developed and implemented, which automatically pushes the existing e-mail certificates to the mobile devices of the employees after the creation. This is done in conjunction with the MDM system used by Dräger.

Convincing service and solution

Also the service and the fast assistance in individual problem cases could convince in any case. Smaller individual adjustments e.g. with regard to e-mail templates (automated information letters to the end users), or exceptions from the regular distribution via "Exception Lists" were developed quickly and competently.

