AIRLOCK®
SECURE ACCESS HUB

Improved data security for lifesavers:

—

the new secure portal for central identity management at Johanniter-Unfall-Hilfe e.V.

Johanniter/Grazioli Photography

> « *As a leading provider in the healthcare sector, we attach a great deal of importance to high quality in our IT.* »

Jörg Hartmann, IT Manager, Johanniter-Unfall-Hilfe e. V.

There are organisations that are as diverse as life itself, like the German Johanniter-Unfall-Hilfe emergency service with its broad range of tasks and numerous state, regional, district and local associations. But while a decentralised structure is a great advantage when working at the accident site, it is a real challenge when it comes to digitalisation – especially IT security and identity management.

IT experts have a visionary ideal – a world with clear patterns and transparent structures. But the real world is rarely as binary as experienced coders would like; it is diverse, complex and varied. This is also the case with one of Germany's major relief organisations, Johanniter-Unfall-Hilfe e. V. It is not only the services that the registered association offers that are extremely varied – from civil protection and rescue services to care for the elderly – the structures of the organisation are also very diverse.

**A centralised security infrastructure
for a decentralised organisation**
Johanniter-Unfall-Hilfe (JUH) has around 23,000 full-time employees and 40,000 volunteers, who work in nine state associations and more than 200 regional, district and local associations. So JUH is very decentralised, which of course makes sense when working on site. But when it comes to digitalisation and the establishment of uniform communication structures, a heterogeneous structure can be a complex challenge – especially with respect to IT security. Jörg Hartmann, Head of IT at the Hesse/Rhineland-Palatinate/Saarland state association, explained:

'Our employees need access to a variety of IT applications – such as deployment plans, web mail and checklists – to carry out their work. However, such access was organised very differently from one state association to the next. We wanted to change that, which is why we decided to set up a centralised, secure portal.'

**A standardised secure portal for
more than 60,000 employees**
Simple, secure, efficient are the boxes that the future secure portal needed to tick. The Airlock Secure Access Hub was ultimately the chosen solution, and was subsequently implemented in collaboration with a managed security service provider. The client had two main reasons for choosing Airlock. The Secure Access Hub is an integrated complete solution that is guaranteed to be highly futureproof

thanks to its structure with WAF, API Gateway and IAM including 2FA. And Airlock is the perfect choice for complex tasks in heterogeneous organisations.
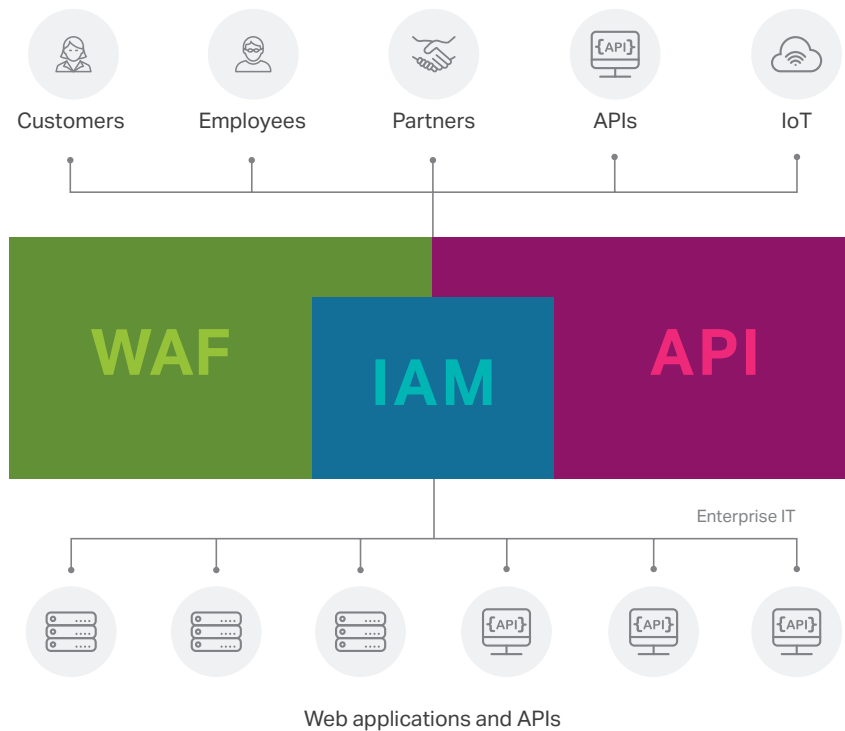
The example of Johanniter-Unfall-Hilfe clearly illustrates what this means in concrete terms: when nursery workers access work schedules, emergency doctors view checklists on site and disaster relief workers send emails securely, including abroad – the Secure Access Hub enables all employees to benefit from central access to exposed services. After all, the advantage of the Airlock upstream solution is that many users can use many downstream applications across many end devices using a single, standardised access solution.

**Risk-based identity management
with Airlock**
The challenge with respect to security technology is that access privileges need to be managed differently, particularly with a heterogeneous employee structure. Here, the Secure Access Hub relies on strong authentication, whereby access is granted in a risk-based and adaptive manner for different user groups. This ensures that sensitive personal data is perfectly protected at all times. But, at the same time, convenient operation is crucial for an aid organisation. The balancing act between security and usability was solved with the two-factor authentication (2FA)

Thinking Objects
Thinking Objects is a proven managed service provider and was responsible for evaluating and implementing Airlock at Johanniter-Unfall-Hilfe. Located near Stuttgart and employing more than 100 staff, Thinking Objects has been offering customer-centric solutions for IT security, IT project management and the operation of data centres since 1994.

Customers Employees Partners APIs IoT

WAF **IAM** **API**

Enterprise IT

Web applications and APIs

solution from Airlock, which users are identified with by means of push messages and smartphones. This ensures easy access to important data, even in an emergency. Another special feature of this particular case was the different compliance requirements. For example, the individual federal states and districts, not to mention the Evangelical Church in Germany, which Johanniter-Unfall-Hilfe is under the control of, all have separate data protection legislation (the Evangelical Church in Germany has the Data Protection Act of the Evangelical Church in Germany, known as the 'DSG-EKD' for short). This challenge was also solved with the high-performance solution Airlock IAM.

Quality in technology –
and in day-to-day collaboration
So, on a technical level, Airlock is really impressive. But for large organisations, other aspects that are more in the background are relevant, for example potential customization and, above all else, simple migration processes and reliable support.
As Jörg Hartmann stated:

« *... you can truly see the high promised quality during the implementation process and when using the solution day to day. Not only has Airlock won us over in this regard – it often even thrills us too.* »

Johanniter/Katrina Friese

Jörg Hartmann,
IT Manager,
Johanniter-Unfall-Hilfe e. V.

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Johanniter-Unfall-Hilfe

Johanniter-Unfall-Hilfe (JUH) is a German evangelical aid organisation that was founded in 1952. The approximately 63,000 full-time employees and volunteers work in many social areas in addition to the rescue service and civil protection fields, and they run numerous care services, nurseries and educational institutions. Supported by nearly 1.25 million funding members, the organisation recorded a turnover of EUR 1.26 billion in 2019.

About Airlock – security innovation by Ergon Informatik AG

The Airlock Secure Access Hub combines the key IT security issues of filtering and authentication into a well-coordinated overall package that sets standards in terms of usability and services. The Secure Access Hub provides all the key functions required for modern IT security in this field – from a web application firewall (WAF) acclaimed by specialist journalists and a customer identity and access management (cIAM) system trusted by Swiss banks, to API security that meets the latest requirements. The Airlock IT security solution protects more than 20 million active digital identities and 30,000 backends from over 550 customers all over the world.

You can find further information at www.airlock.com. Airlock is a security innovation from Swiss software company Ergon Informatik AG.

Ergon Informatik AG was founded in 1984 and is a leader in the production of customised software solutions and software products. 300 highly qualified IT specialists who quickly anticipate new technology trends and ensure key competitive advantages with innovative solutions thanks to their outstanding specialist knowledge form the basis of this success. Ergon Informatik mainly implements large-scale projects in the B2B sector.

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