



Photo courtesy of Gemplus

Gemplus International S.A is the world's leading player in the smart card industry in both revenue and total shipments, selling more than five billion smart cards. In 2004, Gemplus' revenue was 865 million Euros.

With security as its core, and 2400 patents and patent applications produced by its innovative R&D team, Gemplus delivers a wide range of portable, personalised solutions in areas including Identity, Mobile Telecommunications, Public Telephony, Banking, Retail, Transport, Healthcare, WLAN, Pay-TV, e-government and access control.

The "Mobility Project"

Out of 5000 Gemplus employees, a third of whom are stationed in France, the company has close to 1300 nomad users. With an expanding mobile workforce, Gemplus established the "Mobility Project", targeting connection cost reductions outside of the information system and without downgrading the quality of service or slowing data transmission time. In addition, the project aimed to increase the level of security while extending additional service options to their nomad users.

A Flexible Solution Partnering with Gemplus' Current Capabilities

BT Infonet's proposed solution was a secured IP VPN, but flexibly using a VPN IPsec layer delivered by Gemplus. BT Infonet's MobileXpress™ suite would provide RTC/Wi-Fi nomad remote access service that allows any outside party to connect in real time to the company's information system, under secure conditions using GSM, a

portable computer or a PDA. In addition, the MobileXpress Client and Toolkit are customisation tools allowing BT Infonet customers to tailor and set the parameters of the connection interface. Features include inserting the company logo, authorised access to toll-free numbers, and use of Wi-Fi connections.

Gemplus selected and tested the BT Infonet solution at the end of 2003, launching it by first quarter of 2004. Accessible in more than 145 countries, the BT Infonet network provides local access points to 1300 field employees who need to connect to Gemplus applications. The IP VPN solution replaced the more conventional, and more costly, private networks that were previously in use.

Goal : Cost Reductions Without Sacrificing Quality

Gemplus' nomad users connect to the central information system on a regular basis, using portable computers, or local workstations already equipped with ADSL connections. The BT Infonet solution allows the company to save 32.5 percent on monthly communications costs. "Initially we used an efficient solution consisting of modem access on a private network", explained Nicolas Turin, in charge of the service from Gemplus' Department of Network and Security Infrastructure. "This project was developed last year in view of significantly lowering the connection costs of field employees. Otherwise, the choice of Internet technology allowed us to use ADSL solutions already implemented for some of our users, as well as existing BT Infonet connections for others." Gemplus has noted no decrease in service quality, nor delays in connection time during data transfers.

Goal : Increase Security With Extended Service Options

Besides cost reductions while sustaining quality, the goal to increase security was met, while still allowing Gemplus to control and customise access and features.

"Both username and password entered by the user for each connection are required to clear authentication at the

Géménos Gemplus site. An IPSec VPN channel is then created with high level authentication," explained Arnaud Gut, Manager of the "Mobility" project at Gemplus. In practice, names and passwords are automatically forwarded to the Gemplus server, which relays information to the BT Infonet server, according to specifications of the project partnership. A second server is then used redundantly at

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the La Ciotat site to complete security procedures of the device. "The procedure has been up and running for nearly a year," pointed out Eric Caro, network/security technician.

BT Infonet's customisation tools allow us to include the company logo on the connection screen, to authorise use of toll free numbers (for charging calls to the company) and to prevent saving passwords for example," outlined Arnaud Gut.

Further smart card authentication procedures, within the Gemplus in house information system using the BT Infonet infrastructure, are currently being evaluated.

Tangible Benefits

The main purpose of the venture, a significant decrease in the global costs of the company's mobile connections, was achieved beyond the expectations of the managers of the project. Savings of over 32 percent have been realised, after monthly costs proved to be 87 percent lower than Gemplus' original estimates. More importantly, quality was a key focus along with maintaining target connection rates, and all with the security the client required.

About BT Infonet

Infonet Services Corporation, a member of the BT Group plc group of companies, known for its quality of service, is a leading provider of managed network communications services for multinational entities.

Employing a unique consultative approach, BT Infonet offers integrated solutions optimising the complex relationship between enterprise applications and the global network. Extensive project management capabilities are the foundation for the services and solution offerings (broadband, Internet, intranet, multimedia, videoconferencing, wireless/remote access, local provisioning, application and consulting services) positioning BT Infonet as a single-source partner for multinational entities. In particular, BT Infonet IP VPN solutions offer multinationals a unique combination of Private and Public IP services as well as a full set of Managed Security and Mobility Services.

Rated "Best in Class" overall in Telemark's survey of Global Managed Data Network Services, Infonet Services Corporation has also won "Best Customer Care" and "Best Carrier" at the World Communication Awards. Founded in 1970, Infonet Services Corporation owns and operates The World Network[®], accessible from more than 180 countries, and provides local service support in over 70 countries and territories.

Additional information about Infonet Services Corporation is available at www.bt.infonet.com.

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