

“Logging on to the Fujitsu tablets and work-related data systems is easy and authentication happens very fast. Staff are freed from handling multiple, complicated passwords and security is stronger.”

Hirohiko Kishinami
Head of Information Management
Fukushima City Hall

Fukushima City Hall deployed 1,500 Fujitsu tablets with PalmSecure™ biometric authentication for increased security, reduced workload and significant cost savings.

At a glance

Country: Japan

Industry: Public Sector

Employees: 1,700+

Website: www.city.fukushima.fukushima.jp/

Challenge

Fukushima City Hall wanted to simplify its user authentication process without comprising security. When the opportunity arose to refresh its user device platform, it explored biometrics as an alternative to random passwords.

Solution

Fukushima City Hall deployed 1,500 FUJITSU Tablet STYLISTIC Q775 with PalmSecure™ biometric technology which authenticates users based on vein pattern recognition as well as dedicated SMARTACCESS software and a Secure Login Box server.

Benefit

- Unified management of ID via palm vein authentication makes access faster, more secure and convenient
- Simplified authentication with Fujitsu's dedicated SMARTACCESS software and Secure Login Box server
- Significant cost savings because the annual lease of the tablets is lower than that of notebook PCs

Customer

Fukushima City, in the northwest of Fukushima Prefecture, Japan, is surrounded by a rich and fertile natural environment and renowned for the peaches, Asian pears, apples, and other fruits that grow abundantly in the area. It has around 280,000 residents and is also known for its hot spring resort towns, Tsuchiyu Onsen and Iizaka Onsen.

Products and services

- 1,500 x FUJITSU Tablet STYLISTIC Q775 with PalmSecure™



Challenge

Addressing the need for robust data security is a challenge that has grown increasingly important with the growing use of digital devices in all levels of society, not least within Fukushima City Hall itself.

"We are focused on improving security because we need to protect the sensitive information of all citizens," explains Hirohiko Kishinami, Head of Information Management, Fukushima City Hall. "In addition to adopting the new social security and tax system, for the past few years we have also worked on boosting the security of government data by instituting two-factor authentication."

The first thing the city examined was how to improve personal authentication for the computers used for day-to-day administration and access to critical information. After arriving at the office, employees log onto their PCs and connect to different databases and systems. The challenge was how to operate and manage the passwords needed for these kinds of access.

"We used to create passwords of a certain length and randomness to make them difficult to guess and, once a year, we would provide these passwords on paper to the head of each workplace," says Junichi Hiruta, Head of System Management Fukushima City Hall. "Long, complex character strings made the passwords strong but, on the other hand, it was clear that they were also a hassle for staff to deal with. We were worried that this inconvenience, if an employee left a written memo with their password on their desk, might lead to a security breach."

The System Management Team issues passwords for about 1,700 people every year on paper, necessitating significant time and effort. Furthermore, whenever people forgot their passwords, it was necessary to reconfirm their credentials, which also required additional resources.

Solution

When the city's existing PC lease was approaching expiration, it took the opportunity to migrate to tablets rather than desktop devices to improve mobility. It also explored biometric authentication as an alternative to passwords to improve security.

"There are other forms of authentication, like smartcards, but there's always the risk of losing the card or another person stealing the card," adds Kishinami. "With biometric authentication, all those risks are eliminated because the authentication is based on biometric data that is unique to the person. That's a big advantage."

After careful consideration, Fukushima City Hall chose to deploy the FUJITSU Tablet STYLISTIC Q775 with integrated FUJITSU PalmSecure™ technology for unrivalled security. PalmSecure™ is a leading-edge authentication system using biometric technology that authenticates users based on vein pattern recognition rather than iris scanners or fingerprint readers.

"We compared it with different personal authentication methods, based on fingerprint and face recognition. Palm vein authentication works with everyone without exception," continues Hiruta. "The fact that it's already been used successfully throughout Japan by the government's Resident Network System was also reassuring."

Benefit

FUJITSU Tablet STYLISTIC Q775 were introduced by Fukushima City Hall, each imaged with Windows 8.1 and set up with a 21.5-inch wide display, mouse, and keyboard. The burden of authentication is also reduced thanks to Fujitsu's dedicated SMARTACCESS software and Secure Login Box server.

"Thanks to the tablets and Fujitsu's dedicated software and server, we've been able to unify the management of ID/passwords and palm vein authentication for all personnel," comments Yuya Suzuki, System Manager, Fukushima City Hall.

By migrating from notebook PCs to tablets, Fukushima City Hall has managed to solve multiple problems: "Logging on to the tablet and various work-related data systems has become easy and authentication happens very fast. Staff are freed from the hassle of handling multiple, complicated passwords and security is stronger," remarks Kishinami.

"The policy on carrying tablets and other computing devices has changed and it's now possible to take them away from the desk," adds Hiruta. "With palm vein authentication, logging in again is now quick and easy, because there's no need to keep entering passwords. Before, it was a hassle to re-enter multiple passwords so we turned off the auto screen lock setting."

As well as the increased security, reduced workload and greater convenience, the tablets have also brought significant cost savings because the annual lease of the tablets is lower than that of notebook PCs. Fukushima City Hall is now focusing its attention on how to utilize the unique capabilities of the Fujitsu tablets to improve the public services it offers.

FUJITSU

Contact a representative at: +81-3-6252-2220