

## Customer Profile

# Liquigas

RSA Security Solutions Speed up Business for Liquigas

## Acceleration

“Of the solutions assessed, RSA SecurID® is the one which stands out most in the security market. We believe that with this project we have substantially increased the level of security for our network, significantly reducing the risks intrinsic to remote access, such as unauthorized access to restricted information.”

Flavio Wuensche, Liquigas IT Infrastructure and Services Manager.

## AT A GLANCE

### Business Challenge

- Improve security infrastructure to protect confidential corporate data from unauthorized access
- Accelerate the business process and maintain company's market leadership position with remote connection to company network

### Solution

- RSA SecurID tokens increase the level of security by providing two-factor authentication
- Solution forms part of the strategy for alignment with Liquigas's holding company

### Results

- Guarantee a higher level of security when remotely accessing company information
- Productivity gains from greater network access speed for Liquigas information system users

Liquigas Distribuidora S/A is a private limited company founded in 1953 and operating across Brazil. It produces and distributes bottled gas in various sizes of container for both commercial and residential use. Headquartered in Sao Paulo, Liquigas has 21 gas bottling and wholesale loading plants as well as 20 distribution depots. It relies on a network of 3,500 dealers nationwide.

### BUSINESS CHALLENGE



As a leader in Brazil's bottled gas distribution market, Liquigas continually looks for ways to improve its security infrastructure in order to accelerate its business. Although it has never suffered a serious fraud attack, the company's IT General Management was keen to enhance protection of its commercial and corporate activities. The company deals with confidential information on a daily basis and operates in a very competitive industry, so keeping its information secure has always been important. Liquigas had traditionally used a simple authentication process based on a username and password to enable employees to

access its corporate system. It wished to deploy a more complex security model without impacting negatively on employees' performance.

Liquigas also wanted to make remote access to company systems easier for its staff. “In the past, commercial employees and technical consultants were often hindered in carrying out their roles as there was no safe way for them to access company information remotely,” says Flavio Wuensche, Liquigas IT Infrastructure and Services Manager. “In these cases, delays might occur when closing deals and business opportunities might be lost. It was therefore imperative that we close deals quickly and securely, so we looked to ways to increase our business and our leadership position.”



The Security Division of EMC

**LIQUIGÁS**





## SOLUTION

Following the lead of its holding company, Petrobras Distribuidora Liquigas is using RSA SecurID tokens to reinforce its operations. Wuensche explains: “When testing the technologies available on the market, we found RSA offered the best solution. It also meant we could achieve total alignment with the Petrobras network and corporate security definitions.”

The company implemented an extremely sophisticated yet easy-to-use system. The RSA SecurID tokens were deployed in accordance with the company’s new security model, ensuring secure access to information for more than 800 employees, including high-level administration, managers, IT technicians and more than 300 consultants, all working remotely.

The RSA SecurID solution increases the level of security by implementing two-factor authentication based on something the user has (the RSA SecurID token) and something they know (a password). Eight hundred users were given guidance on online use via an Intranet page and then underwent testing to ensure they could use the new tool as part of their daily work. “No negative impact was felt. On the contrary, all users were satisfied and approved our in-house campaign to implement the tool as well as highlighting the value this added to their activities,” Wuensche reveals.

Employees are now able to use the RSA SecurID two-factor authentication model to access a wide range of applications including email, Enterprise Resource Planning and sales tracking programs as well as a variety of databases and intranet sites.

## RESULTS

The solution delivered for Liquigas by RSA has proven the best in terms of end-user convenience and lower proprietary costs. It has enabled the company to align seamlessly with the policies and procedures of its holding company and meet its frequent security audits. Having a system in place for providing authorized users with remote access to business-critical company information means the business can operate much more efficiently. “Liquigas places great emphasis on technology, security and customers – and our investment in these areas has led to increased market presence,” comments Wuensche. “With this project we have substantially increased the level of security for our network, significantly reducing the risks intrinsic to remote access, such as unauthorized access to restricted information.”

Having strengthened information security Liquigas can now focus on its mission of bottling, commercializing and distributing liquefied petroleum gas to meet consumer demands in terms of competition, profitability and socio-environmental responsibility.



*“No negative impact was felt from the deployment of RSA SecurID. On the contrary, all users were satisfied and approved our in-house campaign to implement the tool as well as highlighting the value this added to their activities,”*

Flavio Wuensche, Liquigas IT Infrastructure and Services Manager.



RSA Security Inc.  
RSA Security Ireland Limited  
[www.rsa.com](http://www.rsa.com)

The Security Division of EMC

**LIQUIGÁS**



RSA, the RSA logo, and SecurID are registered trademarks or trademarks of RSA Security Inc. in the U.S. and/or other countries. EMC is a trademark of EMC Corporation. All other trademarks mentioned herein are the property of their respective owners. ©2003-2009 RSA Security Inc. All rights reserved.  
LIQ\_CP\_09/09