



## Oracle Customer Spotlight

### The Dutch National Ombudsman Secures Systems with Fingerprint Recognition and Single Sign-On

**THE DUTCH NATIONAL  
OMBUDSMAN**

The Hague, The Netherlands  
[www.ombudsman.nl](http://www.ombudsman.nl)

**INDUSTRY:**  
Public Sector

**EMPLOYEES:**  
140

**ORACLE PRODUCTS  
& SERVICES:**  
Oracle Enterprise Single Sign-On  
Suite



**THE AUTHENTICATION  
COMPANY**  
[www.thauco.com](http://www.thauco.com)

“Thanks to Oracle technology, which is the basis for the solution from Oracle Partner, The Authentication Company, we now have a strong authentication method for logging into our desktops and applications. Our users are very satisfied, and our helpdesk costs have decreased considerably.”

– Ronald Hof, Head of Information and Communication Technologies, The Dutch National Ombudsman

The Dutch National Ombudsman protects the citizens of the Netherlands from improper behavior on behalf of the government. The organization responds to and resolves situations in which citizens have been mistreated by a government body. The National Ombudsman performs several tasks, such as holding discussions, scheduling investigations, and actively advising or admonishing government bodies.

#### Challenges

- Improve desktop security for all employees and data related to the handling of complaints
- Increase the ease of use for frequently used applications, like the agency’s dossier registration system, by eliminating the need for users to log in for each application
- Facilitate compliance with strict rules and regulations relating to authentication
- Reduce costs by minimizing the number of password-related queries to the help desk

#### Solution

- Implemented Oracle Enterprise Single Sign-On Suite and fingerprint recognition in collaboration with Oracle Partner The Authentication Company, enabling 140 users to securely login to their Windows systems
- Used Oracle Enterprise Single Sign-On to eliminate the need for users to input a username and password for each application entered via Windows
- Reduced the time and energy users spent resolving password issues, like forgotten passwords
- Reduced password-related service requests to the helpdesk, thereby generating cost savings
- Created a highly secure working environment and provided secure and transparent access to applications, based on fingerprint recognition and Oracle Enterprise Single Sign-On
- Allowed the organization to meet security requirements without having to acquire new hardware or adapt applications