

ID Manager

Leverage the Cloud to Simplify and Automate Enterprise Guest Management



Several trends have recently emerged to ignite the requirement for enterprise guest management. One is BYOD, which makes guests virtually certain to have an internet-enabled device that they will want to use while visiting the enterprise. As WiFi becomes the dominant access method of choice, guests have increasingly come to expect wireless access anywhere and from any device. It is becoming more important than ever to provide differentiated access to individual guests, since their profiles can range from unknown one-time visitor to long-standing contractor to board member. When on the network, guests may exchange sensitive company information and even passwords, making an open guest network a significant risk.

In the past, provisioning secure, identity-based enterprise guest management has required the attention of an already overstretched IT staff and front desk personnel to administer credentials. Today's enterprises need a solution that is simple to administer and even simpler to deploy. In addition, guest management should not require additional dedicated infrastructure, available only to a few individuals with complete training and only in a few locations (typically those with a local guest management server device). The solution should be simple enough for anyone in the enterprise to use, including lobby ambassadors, receptionists and employees. Secure guest accounts must also be easy to take down, to ensure that connections don't remain open longer than necessary. Finally, in today's increasingly mobile and BYOD world, the solution needs to be capable of being deployed anywhere and at any time, to securely support enterprise guests.

Aerohive has revolutionized network access by leveraging the cloud to provide simple, secure, and scalable connectivity and management. Our unique, cloud-based HiveManager Online network management system enables enterprises to bring up WLANs and branch office networks with unprecedented ease, while eliminating the cost and complexity of additional centralized datacenter infrastructure. Because the Aerohive system is truly distributed with only centralized network management, a WAN outage has no effect on network services. Now Aerohive brings this same model to enterprise guest management with ID Manager.

Aerohive's ID Manager is the first system to leverage the cloud to simplify and automate the deployment and maintenance of enterprise guest management. ID Manager combines industry-leading authentication integration with the deployment-tested Aerohive Cloud Services platform to eliminate the need for any additional hardware or software. ID Manager delivers a scalable, easy-to-use enterprise guest management solution that streamlines the on-boarding of visitors of all types. Whether required at a single site or over a globally

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distributed, multi-lingual network, ID Manager's cloud-enabled flexibility provides a complete solution for every site. No hardware, no software, no hassles.

How It Works

One of the most difficult concepts in provisioning a fully functional guest management system is the fact that all guests are not the same. Some visitors only need internet access, while long term contractors or VIP guests, such as board members, may need extensive access to corporate applications or resources. A simple "one size fits all" guest network does not provide the granularity that is needed to deliver this differentiated access. The missing element is authentication integration, which is usually a costly and complex procedure requiring significant expertise in working with AAA infrastructure and often leads to additional hardware, software, and licensing expenses beyond the existing network infrastructure.

All Aerohive devices run HiveOS, Aerohive's network operating system, and already provide industry-leading authentication services and integration with existing directory services. ID Manager leverages this capability, already built in to our existing devices, and uses Radsec to create an authentication-specific private connection between the Aerohive devices and the Aerohive Cloud Services Platform. This allows you to globally set security policies for any guest, and allows employees to instantly authorize enterprise visitors, which are then policed by corporate use policy, anywhere in the world. Multiple secure guest profiles can be established and automatically applied to the visitor – from casual guests to fully secure temporary employees – ensuring that every guest has precisely the access you intend without requiring intervention from IT or helpdesk staff. By leveraging the cloud, ID Manager can be deployed to any office, anywhere in the world - instantly. There is no additional hardware or software to buy; the cloud vastly simplifies the deployment and maintenance of guest management for anything from a single site to a global roll-out. ID Manager handles secure, profile-based access for thousands of concurrent users and integrates with existing RADIUS systems to streamline deployments and meet compliance mandates.

Guest access profiles are fully configurable, allowing IT to determine not only what resources the guest can access, but when and for how long. All communications can also be protected by Aerohive's innovative Private Pre-Shared Key, or PPSK. Traditional PSKs, where all users get the same network password, are simply not secure enough for use outside the home. Aerohive's Private PSKs are unique pre-shared keys that are created for individual users on the same SSID. They allow users to be individually identified and authenticated, similar to the experience with 802.1X or RADIUS authentication, but without the overhead to IT. PPSK ensures that each device has its own secret password with

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configurable expiration time. Of course, traditional username/password authentication is also supported for use with 802.1X (WPA2-Enterprise) or Captive Web Portals.

Use Cases

Let's take a look at four common use cases that an enterprise guest management system would deal with every day. They include:

- Lobby Ambassador Creates Guest Account
- Guest Self-Registration
- Employee Sponsorship for Guest Account
- Bulk Guest Account Creation

Lobby Ambassador Creates Guest Account

In this common use case, a lobby ambassador, receptionist, or guard is responsible for signing in the guest, as well as for provisioning their network access. Although most guests would not think about a need for security while onsite, they may well be accessing sensitive or password-protected information. Each user needs to have a secure connection, even if all they are doing is surfing the internet. Unfortunately, the combination of different devices and different user types can be baffling for a front desk person, while handling every visitor and devices type is overwhelming for IT. ID Manager makes it simple. The person at the front desk simply creates an account, and credentials are printed, e-mailed, or sent via SMS to the guest, making it even faster and easier for them to get the access that they need.

Guest Self-Registration

ID Manager also allows for a self-service portal to be created and served via a simple web browser, in the case where there is no lobby staff. In this case, guests simply login to the web portal, enter their name, and specify how they would like to have their credentials immediately forwarded to them. Methods include SMS, email, directly on the screen, or Twitter direct message. To enable self-registration, IT administrators just provision web-enabled computers or tablets in the lobby and set the guest policy through their HiveManager interface. Admins can specify encryption, time until expiration, and device profiles for registrations. The Aerohive Cloud Services platform allows ID Manager to automatically be translated into the local language. More than a dozen languages are in the works with more being added every month.

Employee Sponsorship for Guest Account

In some instances, employees may want to sign up a guest that they know is coming into the office. ID Manager makes it easy and doesn't require the help of IT staff or helpdesk personnel. An intuitive web-based interface allows an employee to sponsor a guest or group of guests from any internet-connected device. This feature allows any authorized employee to provision their visitors with secure access while enforcing corporate use policy and providing IT with an audit trail that shows which employee authorized which visitor.

Bulk Guest Account Creation

Still another feature of ID Manager is bulk guest account creation. This feature, which can also be used by employee sponsors, allows the simultaneous creation of many guest accounts. ID Manager can use SMS to send credentials to a valid phone number, adding a layer of verification to the user's identity. Credentials can also be sent by e-mail or shown on a web page. Once enabled, the network will automatically administer the appropriate access to resources based on the security policy assigned.

Summary

Enterprise guest access is becoming something that visitors expect wherever they are, from any device. By leveraging the cloud, Aerohive's ID Manager makes it easy and cost effective to give your guests access to exactly what they need. ID Manager provides enterprise guest management that ensures the connections are safe and secure, both for the visitors and for the guests themselves.

About Aerohive

Aerohive Networks reduces the cost and complexity of today's networks with cloud-enabled, distributed Wi-Fi and routing solutions for enterprises and medium sized companies including branch offices and teleworkers. Aerohive's award-winning cooperative control Wi-Fi architecture, public or private cloud-enabled network management, routing and VPN solutions eliminate costly controllers and single points of failure. This gives its customers mission critical reliability with granular security and policy enforcement and the ability to start small and expand without limitations. Aerohive was founded in 2006 and is headquartered in Sunnyvale, Calif. The company's investors include Kleiner Perkins Caufield & Byers, Lightspeed Venture Partners, Northern Light Venture Capital and New Enterprise Associates, Inc. (NEA).



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