

## Deployment of intergator Trusted Search Appliance at Viessmann IT Service GmbH

Today, a company's success often depends on decisions based on relevant and complete information. The Viessmann Group has recognized this challenge and decided for the implementation of a sustainable IT strategy. In particular, information security and data protection are of great importance, when it comes to aggregating information and data from different systems and making it accessible to everyone.

Easy access to information via an Enterprise Search solution often reveals weak points in the users' authorization assignments. For particularly sensitive information, the same conditions must apply to the search solution as apply to the source systems of the information.

If an Enterprise Search brings together personal data, this application is subject to the regulations of the Federal Data Protection Act (BDSG).

In order to take into account the sensitivity of certain documents and records, the results of a search query are filtered according to the rights and roles of the users. This means that access rights from the connected systems must be mapped. For data sources, where the administrator himself does not have access to the data, the subject of indexing becomes increasingly complex. This is due to the fact that the search engine requires read access to all data that is to be indexed.

At Viessmann Group, to meet these increased security requirements, an enhanced Trusted Search Appliance is being deployed in addition to the already existing secure standard search solution. Over and above organizational enhancements, this Trusted Search Appliance restricts access to authorized users only. This does not only protect against outside access. Furthermore, administrators are also excluded from search results, with the exception of support incidents.

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### Challenges

- Controlled (principle of dual control) and documented access by administrators (Audit Logging)
- User profiles and search queries are treated anonymously
- Special access protection for the index and encrypted transmission between system components
- Complete integration into existing role and security concepts
- Encryption of data already at hardware level
- No access to particularly sensitive data without authorization

### intergator Solution

- intergator Trusted Search Appliance

### Customer's opinion

„ The intergator Trusted Search Appliance is the ideal solution for us to make particularly sensitive data available to the appropriate employees and managers in a secure and low-risk manner. The intergator search solution is based on existing security concepts, so that the given access rights and roles are not violated or even circumvented.“  
Bernd Koller | Head of Technology and Groupware