

Case study  
**John Lewis**

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*Matthew Clements, principal programmer*

## John Lewis

It's vitally important that the John Lewis Partnership team makes sure that the thousands of the company's employees it supports can access their networks simply and securely. Historically, the John Lewis Partnership has used a token style authentication solution to enable its employees to securely access the network remotely. This system consisted of a small token that the user carried with them. The token produced an access code for the user to input into their laptop or PC in order for them to access a given network.

However, the token system had become impractical for the needs of the organisation. Matthew Clements, principal programmer for the John Lewis Partnership, explains why they needed to upgrade the system: “The John Lewis Partnership has been using traditional token based two factor authentication with its remote access systems since the late 1990's. However, after reviewing the capital, revenue and administration costs associated with the existing system we decided to look for a cheaper alternative and found SecurEnvoy's tokenless approach to be a far superior and cost effective solution.”

“The most important benefit of SecurAccess was removing the need to physically distribute tokens for setup, renewal and repairs. This obviously resulted in much lower administration costs. Our operations are now streamlined as we have a simple software solution for two factor authentication that backends to existing LDAP directories, rather than a disparate proprietary database,” explains Matthew. “Users also have one less credential to remember as we have chosen to implement Windows passwords as the second factor. SecurEnvoy's product licensing model was also a big attraction as it was more flexible than our legacy token solution.”

The John Lewis Partnership is currently in the process of rolling out SecurAccess to 15,000 employees: “SecurAccess has been really well received within the organisation, it has been working effectively and we have had no problems with the roll out. One good thing is that if people are wary of having their personal mobile number stored, it is actually all encrypted, so the only people who can see their personal details are the administrators, which is a comfort to some people,” said Matthew. “SecurEnvoy has been really flexible to the partnerships needs, it tailored the product to answer the specific issues we had. This now means that we have the option to give it to a wider user base within the business for secure access to our network, even in the event of an emergency.”

## About John Lewis

The John Lewis Partnership has built an enviable brand around quality and consumer confidence. The company may have been around for 88 years but it works hard to ensure it always moves with the times. The flagship store in London has recently undergone a major £60 million refurbishment, which shows how the business is always repositioning itself as a modern, up to the minute, high street retailer.

It's not just the aesthetics of the stores that are being adapted though, there is also change happening behind the scenes. With the retail market constantly having to keep up with the latest fashions and technologies, both on the shop floor and in the offices.



## SecurAccess:

### Authentication for the modern business

SecurAccess from SecurEnvoy turns any mobile phone that can receive SMS into a ready made authentication device. This pioneering zero-footprint solution cuts costs by using hardware that is already in circulation.

Unlike traditional tokens that take months to deploy and replace, SecurAccess can roll out more than 15,000 new remote staff per hour without the pain, cost or environmental impact created by legacy hardware distribution.

The solution fully integrates into Microsoft Active Directory, Novell eDirectory, Sun Directory Server and OpenLDAP. Integration is simple as it requires no additional databases or hardware – not to mention their associated cost.

SecurAccess also integrates with all leading remote access servers and web services including Microsoft OWA, Citrix, Juniper and Cisco.

There's also no need for extra software, eliminating costly and time-consuming testing and training schemes. SecurEnvoy has been designed to respond to the constant changes in mobile technology to ensure a competitive ROI.

Worried about network coverage or SMS delivery delays?  
SecurAccess is fundamentally designed to let you:

- Pre-load one-time passcodes
- Reuse session passcodes that change daily or after multiple days
- Request temporary passcodes through self-help website
- Obtain passcodes via email if necessary

SecurAccess is changing the game for business security. No tokens, no fuss...  
Just rock solid, two-factor security on the move.

**For more information about SecurAccess or SecurEnvoy's other products, visit [www.SecurEnvoy.com](http://www.SecurEnvoy.com).**



## About SecurEnvoy

SecurEnvoy are the inventors of tokenless authentication and provide two-factor authentication via mobilephones. Passcodes are sent to the user's mobile phone in order to access corporate internal networks, cloud based services or private emails.

SecurEnvoy's products - SecurAccess, SecurPassword, SecurICE and SecurMail - are adopted worldwide.

Customers benefit from reduced support time, no database management as existing LDAP servers are used and zero footprint as no token deployment is required, so ROI for organisations is relatively high.

SecurEnvoy distributes through the channel, providing customers the value added benefits of working with

local partners. It has built up a technical and sales

infrastructure that supports most languages and

cultures around the world. Partners include: Juniper, Citrix, Fortinet, Sonic Aventail, Cisco, Checkpoint, Celestix, Microsoft and F5. SecurEnvoy's customers include T-Mobile, Symantec, John Lewis, NHS and Save The Children.

Founded by Andrew Kemshall and Stephen Watts in 2003, SecurEnvoy is based in Theale, Berkshire.

**For more information about SecurEnvoy and its products, visit [www.securenvoy.com](http://www.securenvoy.com).**



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