

Case study

Peterborough City Council

Taking on tokenless



How Peterborough City Council hit Government Connect targets with a new IT security system

Peterborough City Council runs a busy operation, serving its citizens from several different locations. It also supports flexible working, and has implemented several policies to enable staff to work from home securely.

The Government Connect programme aims to ensure networks between central government and local authorities in England and Wales are secure. According to Government Connect, two-factor authentication is mandatory for all local councils. In line with these requirements Peterborough Council had to update the authentication processes it was using for the majority of remote workers.

“Although two-factor authentication was always in the pipeline, Government Connect enabled us to procure this technology quickly to fulfil part of our compliance requirement,” said Mark van-Kerro, xxx at Serco, which partners with Peterborough City Council on its IT solutions.

The Council decided that the plastic tokens, which have traditionally been used for two-factor authentication, wouldn’t suffice. According to van-Kerro: “Organisations have to allow for human error when it comes to IT security – tokens will inevitably get lost and broken – it takes time and money just to keep the system running.”

After reviewing a number of different tokenless solutions, Peterborough Council found that SecurAccess from SecurEnvoy, which provides authentication passcodes via users’ mobile phones, would be the most efficient and cost-effective solution. It would also integrate easily with the Council’s existing IT systems.

“We were able to rapidly deploy to 850 of our remote workers,” said van-Kerro. “We wanted to minimise the amount of information and number of devices users required to authenticate securely, which SecurAccess enabled due to the tokenless technology and authentication options it provides.”



SecurAccess was installed and tested within a week, and its customised web interface, which allows users to request passcodes, was set up in a day. It was then rolled out to all 850 users within two weeks of implementation.

As part of the rollout, the Council ran workshops for users and posted information on its intranet to explain the decision to use SecurAccess and the benefits the Council expected to see. According to van-Kerro, the reaction from users has been good: “As soon as the user base saw it, they understood the benefits of getting rid of tokens, and found the system very easy to use.”

Since implementation, the reaction has continued to be positive from users, and the Council has made significant cost savings. “It makes sense to use mobile phones for two-factor authentication – everyone has one on them, all of the time. Additionally, users tend to take more care of a mobile phone than they would with a token – you soon notice if your phone is missing after all. Turning a mobile into an authentication device has been popular with users, and helped us achieve Government Connect guidelines,” concluded van-Kerro



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.



SecurEnvoy Ltd

1210 Parkview

Arlington Business Park

Theale

Reading, RG7 4TY

T: +44 (0) 845 2600010

E: info@securenvoy.com

W: www.securenvoy.com