

Case study

Royal Borough of Kensington & Chelsea

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In 2007 the borough became aware that as more and more of their support staff began to work remotely they needed to improve and streamline their remote working structure so that employees could securely access the main network with the minimum of inconvenience.

For eight years the borough had been using a token style authentication solution to enable its employees to safely access the boroughs network. 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 from a remote location.

However, the token system had become impractical for the needs of the organisation. Russell Hookway, Network and Telecommunications Manager for the borough, explains the problem: “The problem with the previous solution was that it was a physical device. This meant that accessing the network securely was an extremely time consuming process. Our staff had to fill out a remote working access request form and then make a physical appointment to come in and pick up the token - we obviously couldn’t send them through the post. This created a large amount of administration for us and was time consuming for the users. We realised that we needed a more appropriate solution that better suited our work force. ”

A big advantage of the SecureAccess solution is that it cuts down on operating costs, but Russell is keen to point out that this was not the key consideration in his decision. “The borough already provides over a thousand of our employees with mobile phones, so we were able to utilise this existing investments as well as save money on the cost of purchasing physical tokens. However, it wouldn’t have mattered if SecurEnvoy had of been a similar price to our previous system because we were so keen on bringing in the technology.”

Russell was already aware of SecurEnvoy as a company that could solve the problems that the borough were experiencing. Having had the SecurAccess technology demonstrated to him during a trade show he was in no doubt that they were the right company to speak to: “The SecurEnvoy solution meant that we took the responsibility of looking after a token away from the user. In the past we had instances where staff misplaced the tokens or attached them to their laptops, which was not very secure and placed an unnecessary burden on the IT support team.

I thought the SecurEnvoy technology and usability was fantastic. People cannot wait for this solution to be brought in. We actually have people holding off putting request forms in because they want SecurAccess.”



About Royal Borough of Kensington & Chelsea

From the Portobello Road market to Kensington Palace Gardens, the Royal Borough of Kensington and Chelsea is a small, but famous, area of London. But, however famously glamorous some parts may be there is still the daily business for the council staff. Whether there is an old fridge in need of picking up, or a complaint about a noisy neighbour to be dealt with, it is all part and parcel of the councils responsibility to the community.

In order to facilitate this, the borough has a work force of 1000s of staff to make sure that calls from the public are actioned and issues are dealt with. With a large number of staff taking confidential calls on a regular basis it is vital that there is a secure IT system in place.

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.



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.



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