

Case study

**The UNITE Group plc**

**“Simplicity and ease of use are key criteria to our mobile workforce” comments, Andy Hanson, UNITE’s E-Business Operations Manager.**

**Andy continues: “After several years using hardware tokens, security was always seen as a hurdle that staff had to overcome. The business required a fresh approach to managing their remote access environment. SecurEnvoy SecurAccess was selected, as it removed the need for physical tokens, solved problems of deployment and stopped issues with synchronization errors. Costs were reduced as we leveraged our investment in existing mobile phones”.**



UNITE believe that the ability to offer more choice and raise the quality of student accommodation services is key to enhancing the student experience.

“Our workforce therefore has to be able to gain up to date information from our internal systems, we operate within a fast changing arena that means information is very much dynamic and our staff have to be able to react to this. By having timely information allows us to offer a more effective role in allocating and controlling student accommodation”.

With more staff working remotely UNITE found that their existing token solution was not cost effective for upgrading to a larger user license. Administration costs were also high, due to synchronisation problems, deployment of new and replaced tokens. UNITE even looked at outsourcing their whole authentication structure, but found this did not provide the cost savings that they initially anticipated.

“The solution must work with our existing deployment from Cisco and Microsoft, Cisco equipment provided the VPN functionality and Microsoft provided access to corporate email via a web browser. UNITE required a good Two Factor authentication solution that would seamlessly integrate into the Cisco and Microsoft products. SecurEnvoy was the only Two Factor solution that allowed direct integration into our existing Microsoft Active Directory and integration via the RADIUS protocol for Cisco”.

“Since we deployed SecurEnvoy, UNITE has seen an increase in efficiency of our mobile workforce; this has been reflected in the drop of helpdesk calls placed regarding remote access authentication problems.”

“Everyone involved in this project has responded positively, remote workers find the SecurEnvoy solution easy to use. Helpdesk and support staff only have to manage user accounts in one repository, which is our Active Directory domain. This has reduced the amount of administration overhead of our authentication strategy. Scalability and resilience are no longer issues, as all SecurEnvoy user data is stored within our Active Directory.”

## About The UNITE Group Plc

UNITE is the UK’s leading provider of student accommodation and has over 31,000 customers living in 29 university cities across the UK. With a demand for quality and affordable accommodation in city centre locations, UNITE is meeting a demand and it’s property portfolio grows by approximately 5,000 en-suite study rooms per year.

Approximately 60% of UNITE’s accommodation across the UK is let directly to it’s customers with a large proportion of customers repeat booking with UNITE during their time at University. Predominantly UNITE’s customer base is 2nd and 3rd year students – however, this profile is changing with universities looking to the private sector to provide accommodation, whilst the universities concentrate on their core academic activities

UNITE manages the whole process in-house and operations include:

UNITE’s business model is simple and unique, they acquire land on 100% brownfield sites then develop, manage and rent the accommodation to students.

UNITE are more than just accommodation providers, there’s an on-site management and maintenance team, 24/7 security and swipe card access. UNITE has a customer experience team, dedicated to improving the service to it’s customers.



## 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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