

Case study

# Domestic & General

**“We approached our current RSA token supplier for advice on upgrading the RSA solution and they recommended SecurEnvoy to us as a cheaper, easier to manage system. We downloaded an evaluation and found that the system was capable of doing everything we needed it to in a very simple manner. The system is simple to install, simple to manage and equally simple to integrate with existing systems”**



Domestic & General is the leading specialist provider of warranty protection for domestic appliances and also provides repair protection for central heating systems, home emergency services and pet insurance.

Our warranty business covers nearly 8 million appliances and processed over 1.5 million claims last year. Within our support services we held over ten million telephone conversations and mailed 47 million items of post.

Domestic and General have until recently been using SecurID from RSA to authenticate their remote workforce. Domestic & General have business and IT goals that wouldn't be possible had they stuck with their existing token infrastructure. They needed a solution that was capable of enabling users across the globe in an instance. The solution had to be easy to manage and deploy; in order to reduce ongoing expenditure.

Growth in Europe and Australia meant that each time a new user joined the company; a token would need to be mailed to the new user. This could be a request from users in another country which not only added to the physical cost of the token but added to the cost in terms of lost time.

“We were recommended SecurEnvoy to us as a more cost effective, easier to manage system. We downloaded an evaluation and found that the system was capable of doing everything we needed it to in a very simple manner. The system is simple to install, simple to manage and equally simple to integrate with existing systems (Citrix PS4, CAG Adv (4.5))”

“Since deploying SecurEnvoy SecurAccess, we have found that we have been able to get our SAP Integration Partner online and building our SAP solution far quicker than we could have if we had stuck with the previous token based solution.. We have also been able to get several suppliers online in a matter of hours where previously it would have taken months.” - **Richard Thompson – Technical Specialist – Domestic & General**

SecurAccess does not rely on physical tokens or smart-cards but uses mobile phones as the authentication device. By sending a passcode via an sms message, organisations can easily enable strong, secure remote access for all their users at a touch of a button; after all everyone in business carries a mobile phone and values it more than any other device. The passcode on the sms message is used in conjunction with the user's Microsoft User ID and password to log-on to the network. With SecurAccess' pre-loading function, once a passcode has been used, the sms message is superseded with a new one which is sent immediately to the mobile phone, eliminating the issue of there being any delay if the user is in an area with poor mobile reception.

One of the key benefits of SecurAccess is that it is very easy to install and configure and removes the need to physically distribute tokens for set up, renewal and repairs. This obviously has an impact on the amount of time the IT department has to invest in managing other systems.



## 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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