

Managed Service Provider Profile

Signify

A Decade of Secure, Hosted Authentication Services

Acceleration

“The decision to choose the Signify and RSA managed service was pretty simple. Their focus in this area offered all the features we needed and delivered a 24x7 service for far less than the real in-house cost.”

Terry Walker, IT Director, Kier Group PLC

AT A GLANCE

Key Requirements

- Provide secure hosted two-factor authentication services
- Ensure reliability and flexibility to fit with customer requirements
- Deliver support at all times to guarantee 24x7 access for users

Solution

- Market leading two-factor authentication underpins hosted security offerings
- Tokens identified as best market offering through constant testing
- Hosted system delivers 99.999% uptime

Results

- Customers receive secure, fault-resilient and easy-to-use remote access service
- In-house teams have more time to focus on mission-critical projects
- Hosted offering delivers cost savings over internally-managed authentication

Since 2000, Signify has built an outstanding reputation for delivering secure, reliable and flexible two-factor authentication which is quick and easy to deploy. It has an extensive client base across sectors including major multi-national corporations, small- and medium-sized businesses, professional services, central government and local authorities.



KEY REQUIREMENTS

Signify has offered hosted two-factor authentication services to its customers across the UK for ten years. Over this time, Signify has seen an ever increasing demand among its customers, whatever industry they operate in, for hosted or Software-as-a-Service (SaaS) options as well as on-premise solutions.



Dave Abraham, Signify's CEO, explains:

“Many of our customers ask us to manage their two-factor authentication solutions for them as they want a reliable, secure and flexible solution that is quick and easy to install, but they don't have the in-house resources to do it themselves.”



Managing authentication systems securely can be complex, as each user must be given the correct access rights and credentials, which may change over time. Organizations that operate 24x7 also need support that is always available so employees who lose their authentication token or forget login details, can get back online quickly or have their account blocked to prevent unauthorized use.

“There are two key components that we need to address in order to serve our customers,” comments Abraham. “The first is ensuring they are equipped with the right security authorization technology, like a VPN and authentication tokens. The second is having the processes and infrastructure in place to keep it running at all times.”



The Security Division of EMC



The Secure Authentication Service



SOLUTION

As an independent solutions provider, Signify constantly monitors the market for the most effective security technologies to recommend to its customers. It carries out regular tests of the solutions it uses against other offerings to ensure it stays up-to-date on the best solutions. It has worked with RSA – The Security Division of EMC – for ten years and is the only European managed security service provider to be an accredited RSA partner.

“After a decade, we still find the RSA SecurID® authenticators to be the best and most reliable hardware tokens on the market,” says Abraham. “You can drop them in a glass of water and they still work – no other tokens are that robust.” This reliability means that Signify can deliver a much more cost effective service to its customers, as the need to purchase replacement tokens is rare. “The track record of the RSA technology has proven that it has a very low failure rate,” he adds.

Signify is committed to delivering a positive customer experience for all of its services. The RSA SecurID technology, providing market leading one-time password strong authentication, in a breadth of options including software, hardware and SMS, forms the foundation. Recently included in the service is SaaS login, enabling users to use these same authentication options to securely access ‘Cloud’ applications such as Salesforce.com and Google Apps.

In addition Signify has created its own user interface, called the Identity Management Centre (IMC), which its customers can use to manage user criteria themselves and manage user access reports in line with audit requirements. A web-based helpdesk is also available to provide 24x7 support for any users with questions or access issues.

“We regularly carry out audits to test the quality of the two-factor authentication service we provide to our customers, and have found that we have better than 99.999% uptime,” Abraham says. “Including planned maintenance, we had just two minutes of downtime in the last three years.”

RESULTS

The service that Signify is able to offer, based on this technology, has brought real benefits to clients across many industries. “The Signify managed service has provided us with a secure, fault-resilient and easy-to-use remote access service and has freed up our in-house IT teams to focus on other key challenges,” says Warner Beekmeyer, Network Security Manager for law firm Lovells LLP.

For Royal Vopak, a global market leader of independent bulk liquid storage terminals, a good hosted service is one that needs no managing and delivers a reliable 24x7 service. Lambert Caljouw, an Enterprise Architect with the company, explains: “With our previous provider, some of the tokens would run out of synchronization and that could cause problems. Because the support staff is not round-the-clock, a forgotten password or a lost token would often cause significant delays for employees needing to access data. Signify handles everything from dispatching devices and rights administration to handling lost tokens or forgotten passwords. It’s a no hassle solution and if a user does lose a token, Signify provides them with secure emergency access by delivering a one-time passcode to a mobile phone, PDA or PC by SMS or email.”



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