



**“Over the last three years I would certainly say that we have received a return on investment – in fact we have covered our costs purely in the savings made by not having to pay for the keyfobs which were being lost.”**

## Helphire secures remote access with SMS two factor authentication

### The organisation

Helphire Group plc is the UK's market leader in the provision of accident management services to motorists involved in non-fault accidents. The services offered include the provision of replacement hire vehicles, vehicle repair management solutions, full claims handling assistance, uninsured loss recovery, personal injury management, intervention services, as well as other bespoke services.

Helphire employs over 2,000 people across six sites and operates through a national branch network of 30 depots.

Helphire has the capacity to accommodate 500 staff to work remotely. In practice, around 100 employees work from home at any one time. Securing the corporate network from the risk of hackers and viruses is a priority for the company and this means having the right technology in place to enable remote workers to login securely.

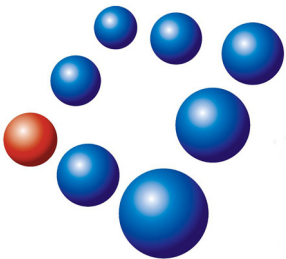
### A token gesture – the problem with keyfobs

Helphire previously used a token-based system for remote workers needing to access corporate shared drives or emails with two factor authentication. Two factor authentication delivers increased security by reducing the likelihood of unauthorised access to corporate networks. This method required the deployment, management (and eventual disablement) of physical tokens – in this case secure keyfobs – and the installation of software on the device used for remote access (such as a laptop or smartphone).

Although the key-fob system enabled secure access for remote workers, Helphire began to experience issues with the tokens themselves being forgotten or lost. The IT Communications Manager – Group IT, at Helphire, explains, “We were confident that our network was secure and, when used in the right way, the combination of the software and the tokens for two factor authentication offered an appropriate level of security for us. But we found that keyfobs were being lost or left behind, which not only put us at risk of being hacked, but cost us money to replace.

“And to add to our worries a number of token users were storing tokens in their laptop bags – akin to leaving the keys in a car's ignition and hoping nobody drives off with it!”

Helphire took the decision to investigate an alternative method of secure access for its staff, and approached nonstopIT, an IT solutions provider focusing on the IT security needs of businesses, who had been recommended by a colleague.



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## Helphire<sup>®</sup> Group plc

### The solution - SMS two factor authentication

nonstopIT recommended a solution for Helphire – the introduction of SMS two factor authentication. SMS two factor authentication enables authorised personnel to access secure files and folders remotely by verifying their identity through the use of a single use, six digit passcode, which is delivered via their mobile phone. This passcode is then used, in conjunction with a separate username and password which is individual to the user (often existing Microsoft login details) to gain access. Once the passcode is used, a new one is sent directly to the user's phone – replacing the previous code entered.



nonstopIT recommended SecurAccess from SecurEnvoy for Helphire. SecurAccess allows organisations to provide remote staff with industry standard two factor authentication without the pain and cost of deploying legacy hardware tokens. It effectively turns any phone that can receive an SMS text into an authentication token.

Firstly, unlike tokens, additional databases are not needed to support access with SMS two factor authentication. This reduces both the initial investment and the cost of ongoing support – making the price point of SMS access far more appealing and less than half the cost of token based remote access.

SMS two factor authentication is also the most secure method currently available for this type of application.

Key benefits of SMS two factor authentication:

- Secure and convenient two factor authentication
- Inexpensive overheads compared with token based two factor authentication
- No hardware (token) deployment and management expenses
- No need to carry additional devices
- Immediate and continuous access and availability to passcodes (even if phone has no signal)
- No password reset or pin management problems
- No software installation required on the phone
- Decreased ongoing support costs

### Reduced cost, improved convenience and greater security

Since the implementation of SecurAccess, Helphire has experienced a much quicker and easier means of remote access, and maintained a high level of security offering complete protection against external threats. The IT Communications Manager for Helphire continues, "The benefits of SecurAccess have been three-fold: reduced cost, improved convenience and greater security.

### About nonstopIT

nonstopIT is an IT solutions provider, focusing on the IT security needs of businesses of all sizes. With a wealth of managed services, consultancy and services aimed at securing every aspect of your infrastructure; we have fast become the preferred leader in security based solutions.

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[www.nonstopIT.com](http://www.nonstopIT.com)

### About Helphire Group plc

Helphire Group plc is the market leader in the provision of accident management assistance to drivers involved in road accidents that were not their fault. Working with the UK's top insurance companies, its services include provision of like for like replacement vehicles, financing of vehicle repairs, legal expenses and the management of personal accident claims.

Helphire was founded in 1992 and floated on the London Stock Exchange in 1997. With a staff of over 2,000 and a fleet of over 17,000 vehicles to meet its customer requirements, the award winning Group is headquartered in Bath. Operating under the UK Accident Management and Legal Services divisions, the Company has six call centre sites and a national network of 30 branches.

[www.helphire.co.uk](http://www.helphire.co.uk)