

# CONNECT



## Welcome to the Summer Edition of the nonstopIT Newsletter

**Rather than end up as just another layer in your recycling bin, we are confident that you will find these updates on some of the more recent events in I.T. Security and nonstopIT of use. We aim to highlight a selection of security solutions that we feel are relevant for today's I.T. security requirements.**

So, stop and ponder on this for a moment if you will. It wasn't too long ago when, having spent a small fortune, Sony branded equipment meant that you had a great chunk of television that took up a corner of your living room, you were lucky to have 16 music tracks with you while you jogged and a games console that meant friends, who you've actually met, had to come round to your place to share the experience.

Today, the Sony name will now become synonymous with the negative publicity of the recent attack on the Sony Online Entertainment servers and the outage to the PSN services - which is estimated to cost the organisation a cool \$1 billion. And Sony is not alone. RSA have recently been breached leading to a compromise in the two factor authentication tokens being used by 40 million employees worldwide. Even Simon Cowell's high waisted trousers could not protect the X Factor contestants' personal information being exposed and potentially used for identity theft.

Inside this newsletter we will be outlining the benefits of managing user access to your systems and the importance of a strong two factor authentication solution and why **nonstopIT** believe that in SecurEnvoy we have found the ideal partner.

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

### *In this issue...*

- Today's security headlines
- Why SMS 2FA?
- nonstopIT** and SecurEnvoy
- NHS Case Study
- Check Point ABRA
- London Metal Exchange Case Study

We hope our newsletter is informative and useful to your role and your organisation. We welcome any feedback and if there are any areas that you feel that you would like to discuss with us, please contact us on the number below or email Claire at [cowen@nonstopIT.com](mailto:cowen@nonstopIT.com)

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# Note from our Sales Director Andrew Wright

**nonstopIT** have been in business for since 1994 and were one of the first dedicated IT security specialists in the UK. For the past 16 years our core focus has been to supply and support security solutions of the highest level to our customer base. **nonstopIT** constantly review and carefully choose the products we take to market and, unlike many other security resellers, we never have more than 2 products in any one category to offer our customers. This not only allows us to recommend a strong secure solution but allows us to build lasting relationships with vendors to utilise their, and ours combined, knowledge together to pass on a viable strong solution to our current and prospective customers.

**nonstopIT** were one of the first UK resellers for SecurEnvoy, our chosen 2 factor authentication solution, having for many years sold RSA

and, I hasten to mention, we have been very successful. We were introduced to SecurEnvoy as a revolutionary new product in the market place and following extensive trials we championed the product and have never look back. A few key points to mention are the cost of licensing being up to 50% cheaper than tokens, ease of use, only one database to manage with no proprietary database to learn, speed of rollout and of course low overhead on a company's infrastructure.

**nonstopIT** now support the SecurEnvoy solution for our customers worldwide and, of course, as with all our other products utilise it in house. Over the years we have configured and installed this solution and once installed very rarely get any support calls as it just works.

# Secure Desktop on the move?

**nonstopIT** are proud to partner with Check Point for their Abra solution. Abra instantly turns any PC into your corporate desktop, allowing users to access files and applications anywhere, anytime.

Its plug-and-play USB form factor allows users to easily launch a secure virtual workspace that keeps mobile data secure by segregating the virtual workspace from the host PC. Users can work offline from the encrypted USB drive or online using the Check Point Abra integrated VPN client.



## Check Point Abra Put your office in your pocket.



- Instantly turns any PC into your own corporate desktop
- Provides virtual workspace that keeps mobile data secure
- Delivers ideal solutions for mobile workers, contractors and disaster recovery

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# About SecurEnvoy

SecurEnvoy is the trusted global leader of tokenless two-factor authentication. As the pioneers of mobile phone based tokenless authentication; SecurEnvoy lead the way with ground breaking solutions that others aspire too.

Their innovative approach to the tokenless market now sees thousands of users benefitting from their solutions all over the world. With users deployed across five continents, their customers benefit from significant reduced time to deploy and a zero footprint approach means there is no remote software deployment and administrators enjoy the management tools allowing them to rapidly deploy up to 15000 users per hour.

Their design philosophy is based on re-using existing customer technology investments such as Microsoft Active Directory, simplifying the end user authentication experience while enhancing the overall security.

With no token manufacturing costs the return on investment (ROI) is so much more acceptable to businesses and organizations, and environmentally the green benefits of a zero carbon footprint also attract environmentally responsible purchasers. They are truly now providing solutions that have zero impact on their environment.

# Devon NHS Case Study

Devon County Council had to protect service user confidentiality and considered information held about children to be the most sensitive and therefore required the utmost protection. Paramount was how they controlled and accessed information regarding children with special needs. This information was collated and updated by various practitioners who worked as mobile units; it was only when the practitioners returned to their relevant office that the information was entered onto the internal systems.

The original deployment used a two factor authentication from a leading token vendor, yet Devon County Council found the administration and overall ROI was far too high and subsequently searched for other viable yet secure solutions. Users reported that tokens were failing, being misplaced or left at other offices, which placed a burden on their IT support team to configure temporary access and distribute replacement tokens. SecurEnvoy SecurAccess

was selected as it leveraged existing mobile phone infrastructure without the need for additional hardware or physical tokens.

Devon County Council users were part of the selection and testing process for the replacement two factor solution. A number of users were picked to evaluate the usability of SecurEnvoy SecurAccess against their existing token system. All of the users tested, favoured the SMS mobile phone approach from SecurEnvoy. They especially liked the fact that the new SMS passcode overwrote the existing one. The IT support team found the direct integration into their Microsoft Active Directory, allowed them a single point of management without having to duplicate user information.

Utilising technology from SecurEnvoy allowed Devon County Council to surpass all their requirements and reduce their ongoing cost which allowed a faster expansion within budgetary constraints.

**SecurEnvoy** 



## Security Review from our Technical Director Andy Hanson

**So why do we need to strongly authenticate our end users? Isn't it just another system to manage? Isn't it just another inconvenience to our end users?**

Today, your username and password can be stolen, borrowed, copied, hacked or even just requested by a smooth operative.

If the wealth behind Sony, RSA and even the mighty Mr Cowell can't guarantee the safety of their user data and, most importantly, confirm the identity of their users, what can you do to prevent it?

Anyway, this couldn't happen to our organisation? Why would anyone want our information? It's not like we're responsible for inflicting a string of quickly forgotten singing wannabes on the world or increasing the number of people who have forgotten what the outside world really looks like whilst they wage wars in the latest Call of Duty is it?

So what? My employees' data and customer information is behind a secure Firewall and we

have strong credentials using their username and password with a policy that this must be changed every 3 months and are of at least 6 characters with a number or symbol included.

Well. Surely their username isn't the addressee part of their e-mail address? Oh. It might be? Well, at least their password is secure. Unless someone has just looked over their shoulder as they typed it. Or I.T. have just phoned and asked to log in using their credentials. Or a keystroke logger was installed on the PC or laptop. Or the password is cached... the list is long.

We need be able to confirm that it is our authorised user connecting to our systems – every single time.

This must be simple for our end users to use and include something they know, their username and password, and something they have – well, we all have a mobile phone don't we? Let's utilise that.

But hang on. It's my personal phone; I don't want any "work software" installed on it. Or for work to have my personal mobile number – they might ring me!

The SMS 2 Factor authentication, SecurAccess, from SecurEnvoy allows your users to self-enrol where they can enter their own mobile phone number with the knowledge that their number is encrypted and not even the I.T. Department can see it.

The SecurAccess solution can be ready to deploy to many hundreds of users within minutes, no tokens, no endpoint software and no fuss.

As SecurEnvoy SecurAccess requires zero software to be installed on your phone, if your phone can receive an SMS, it can be used to authenticate you.

Security breaches are not going to go away. There are teams of extremely professional hackers already working on their next targets and by placing proven obstacles in their way we can constantly look to make their task that more difficult.

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# Trusted Partner for your I.T. Security

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

## London Metal Exchange Case Study

**The London Metal Exchange (LME) is the world's premier non-ferrous metals market. It was established over 130 years ago and is located at the heart of The City.**

It offers a range of futures and options contracts for non-ferrous and minor metals, steel and plastics.

The Exchange provides a transparent forum for all trading activity and as a result helps to 'discover' what the price of material will be months and years ahead. The LME is a global market with an international membership, with more than 95 per cent of its business coming from overseas.

### Working remotely in times of crisis

LME employs around 80 people at its central London office. Staff are office based as a rule, but need to access the corporate network from other locations, during times when they cannot physically get into the office.

Michael Warren, Chief Technology Officer, explains, "Because of the nature of our work, it is important that the majority of staff is office

based. However, being in central London inevitably means that there are times when employees need to be able to work remotely."

Until two years ago, the corporate network at the LME was accessed remotely via a Citrix Virtual Private Network (VPN). This required a single user name and password. However, when Michael joined the organisation, he felt that this was not completely fail safe and was keen to add another 'layer' of security.

### Working with nonstop/IT

Michael Warren had previously worked with I.T. security specialists **nonstop/IT**, so he approached the company again to ask for advice on the best technology to help address this issue.

"I have known some of the guys from **nonstop/IT** for a number of years so I knew they would give me sound advice", says Michael.

After some discussion, the LME opted for a technology called SecurAccess, by SecurEnvoy to complement the current Citrix VPN access. Michael continues, "I had heard about

SecurAccess before but it was reassuring to receive some impartial advice from **nonstop/IT** to back up my thoughts."

"SecurAccess offers us an additional layer of security for remote workers. It effectively turns any mobile phone that can receive SMS into a ready-made authentication device. And because our employees always have their phones in their pocket, it's convenient to use. I was also pleasantly surprised by the price – it was remarkable good value compared with a token system."

### Peace of mind

Michael Warren concludes, "While the LME has very few staff working remotely day to day, it is important that we have the ability to do so, and the security to protect the network in the meantime. We now have the technology to offer us peace of mind, and a knowledgeable supplier that we can call on for any additional support or advice."

## Managed IT Security Services and Security Solutions

**nonstop/IT's** accreditations enable us to design, implement and support best of breed security solutions for mission critical and sensitive applications.

Established in August 1994, **nonstop/IT** were the first dedicated IT security resellers in the UK, and the first security reseller to be accredited with BS7799 in 2002. With the solutions to provide In-house or Cloud based SaaS solutions, **nonstop/IT** is the partner of choice.

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