

CASE STUDY

Swivel provide council with secure route to savings

The humble text message has helped Ipswich Borough Council increase its network security and save thousands of pounds, thanks to PINsafe, an award-winning, multifactor authentication system from specialists Swivel Secure.

Background:



IPSWICH
BOROUGH
COUNCIL

With public sector data security under greater scrutiny than ever and a growing number of people working from home Ipswich Borough Council reviewed their secure network access systems.

The council's previous system used physical tokens, which proved to be expensive and time-consuming to operate and often saw staff without access owing to lost or missing tokens while replacements added to the council's admin costs.

The Solution:

PINsafe, Swivel Secure's award winning tokenless multi-factor authentication system.

PINsafe negates the use of expensive tokens by delivering a unique one time access code direct to the users mobile phone via sms message.

Users have their own PIN and are sent a ten-digit security string each time they wish to gain access to the network, via text message or PDA. The security string and PIN are combined to generate a single-use access code.

Swivel Secure worked with partner Sandford Technology to implement the system, integrated with a Netilla VPN via RADIUS using SMS to mobile devices and obfuscated image to deliver secure access information.

Howard Gaskin of Ipswich Borough Council said: "We wanted a solution that would give us flexibility and management control whilst offering tangible cost savings. "We explored a number of options but PINsafe was the clear winner. We are delighted with the way Sandford handled implementation and the benefits that PINsafe has provided."



The Outcome:

A system that allows more employees to work from home more easily, promoting flexible working and reducing the burden on the transport network, and makes it much easier for the council to manage third-party system providers' access to the IT infrastructure.

PINsafe requires no tokens, meaning network security is cheaper to run, easier to manage and more user-friendly.

Sarah McNicol (UK Channel Manager) at Swivel Secure said: "The public sector is a key area for us because the requirements of many councils and government bodies are so diverse. The flexibility that PINsafe offers makes it the best fit option in most cases."

"Network security is not just about algorithms and code, but about simple, manageable procedures for staff. PINsafe's use of mobile phone technology makes maintenance of efficient security much easier," she added.

PINsafe is used by organisations around the world, granting secure network access and preventing identity theft and phishing dangers.

Advantages

Regardless of the user interface, PINsafe offers a simple, effective, secure and easy to use experience.

- User only needs to remember a simple 4 digit PIN.
- User never enters their PIN number.
- Credentials submitted by the user change at every Authentication.

- All interfaces are available as standard and are included within the standard licence cost.
- Different interfaces can be made available to different users, as requirements change, PINsafe develops as your organization progresses.
- Cost effective – two-factor authentication without the need for a token.

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