

Gardners Books, UK



NUMBER OF SEATS: 30
COUNTRY: UK
www.gardners.com

“We choose ESET to supply our two-factor authentication services based on previous good service for our Antivirus needs and the product that is offered, in the form of ESET Secure Authentication ticked all our boxes.”

TOM WRIGHT, IT SERVICE OFFICER AT GARDNERS BOOKS

THE CUSTOMER

Gardners Books is one of the UK's leading independent wholesalers specialising in the sale of books, DVDs, CDs, eBooks and other media. They have been a key organisation in the book supply industry for over 25 years and have a strong customer base of retail companies, local bookshops and many internet based shops and resellers. Due to the nature of their business IT plays a key role in all levels of the organisation, including sales, administration and the shipping and receiving of goods. In particular virtual infrastructure is quite a highly used area by Gardners, along with high availability and high speed networking.

TIME TO CHANGE

Having used RSA by EMS Secure ID for their two-factor authentication system which initially appeared to fulfil their requirements, the team at Gardners Books came to find that the solution was extremely complicated to use and involved a long winded set-up process. There were also issues with the SMS OTP delivery system that many of their sales team were using on a daily basis and other features needed by the organisation that were not being provided. Initially when looking for a 2FA solution they had been concerned with having a physical box over certain features, however with

this no longer being an issue the team were able to look at different options for their supplier. Gardners were looking for a product that was easy to use for the end user as well as being easy to implement and maintain on the back end with a one server solution. The addition of a smartphone application for the 2FA system was also of major importance to Gardners.

THE SOLUTION

Looking for a reliable and easy to use two-factor authentication system for their staff to use on a daily basis, Gardners Books turned to ESET for a solution. ESET Secure Authentication met all the requirements they needed in one simple to manage package. As they were already using ESET Endpoint Security on the company PCs and had positive experience with the product, the team at Gardners Books looked into ESET's full range of security products. ESET Secure Authentication delivers secure, yet hassle-free remote access to company network and data. A powerful mobile-based solution, it relies on two-factor, one time password (2FA OTP) authentication. *“We choose ESET to supply our two-factor authentication services based on previous good service for our Antivirus needs and the product that is offered, in the form of ESET Secure Authentication ticked all our boxes”* says Tom Wright, I.T. Service Officer at Gardners Books.

KEY BENEFITS FOR GARDNERS BOOKS

- Reliable and easy to use two-factor authentication.
- Mobile phone-based solution.
- Complements the range of ESET I.T. security solutions.
- Single server install, ease of setup, integration with active directory.
- Works seamlessly with open VPN.

“Single server install, ease of setup, integration with active directory and one of the major pluses, an application we could give our staff members so there was no need for constant SMS's. On top of this the fact it works seamlessly with open VPN made us very happy as we didn't have to change our VPN setup to accommodate the software.”