ESET is a Wholesale Success at Gardners Books

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.

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. Gardners Books are constantly investing in innovative technology which is one of the things that has helped them to build up a strong, reliable company supporting a global network of retailers.

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. Due to this the reliable, efficient and convenient IT infrastructure that the company requires is absolutely crucial to the everyday running and success of the business.

CHALLENGE

Having used RSA by EMS Secure ID for their two-factor authentication system which initially appeared to fulfil their requirements, the team at Gardeners 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 smart phone application for the 2FA system was also of major benefit.

SOLUTION

As they we already using ESET Endpoint Security on the company PCs and had positive experiences 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 chose 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. "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."

SECURE AUTHENTICATION

ESET Secure Authentication helps businesses to make access to their data secure. Any organization can set up ESET's two-factor authentication in just 10 minutes – and thus easily reduce the risk of data breaches, caused by stolen, weak or compromised passwords.

The solution consists of the server side and the client side – the latter comes in the form of a mobile app. The authentication options include Push Authentication, as well as generating and delivering one-time passwords (OTPs) via the mobile app, but also via SMS messages or your organization's existing hardware tokens.

Two-Factor Authentication	Mobile-based, two-factor (2FA) authentication for a higher level of security
	Native support for a broad range of platforms (see Supported platforms overview, below)
	Software-based solution – no need to carry an additional device or token
	Convenient for your mobile workforce
	Support for hardware tokens
Client Side (mobile app)	One-tap installation, simple and effective user interface
	Compatible with any mobile phone that supports SMS messaging
	Supports a broad range of mobile operating systems
	PIN-protected access to prevent fraud in case of device theft or loss
	Apps available in these languages: English, German, Russian, French, Spanish, Slovak
Authentication Methods	Mobile client app – generates one-time passwords (OTPs); no internet connection required
	Push Authentication – single-touch authentication via mobile phone (requires mobile client app; works with Android and iOS devices)
	SMS delivery of one-time passwords
	Hardware tokens (while the solution does not require hardware tokens to work, it supports all event-based HOTP tokens that are OATH-compliant)
	Custom methods (e.g. via email)
Server Side	Out-of-the-box solution
	Easy double-click installation and setup
	The installer automatically recognizes the OS and selects all suitable components
	Interactive installer, drop-in installation into ADFS
Custom Integration Options	In Active Directory environment, use either ESET Secure Authentication API or User Management API for easy integration into proprietary systems
	SDK allows for implementation for non-Active Directory users
Remote Management	Supports Microsoft Management Console (MMC)
	Active Directory integration
	ESET Secure Authentication extends Active Directory Users & Computers (ADUC plugin) with additional features to enable managing the users' two-factor authentication settings