



## CASE STUDY

# Specsavers Brings Security into Focus with Gemalto Two-Factor Authentication

Multinational optical chain Specsavers needed to act quickly to secure its remote access network, while taking into account the needs of its rapidly growing business. Gemalto SafeNet Authentication Service proved to be the right solution.

### The Organization

Established in 1984 with two offices in the UK, Specsavers now has more than 1,300 branches and 26,000 staff across Europe, Australia and Asia. The eyewear company has firmly established a reputation for trust and value, and thrives on a joint-venture approach where the company and store directors work together in partnership, while managing a smaller number of wholly owned and franchised branches.

### The Business Need

With a reputation for responding quickly to market opportunities, Specsavers is also quick to act when faced with risk and is conscious of the potential security issues that can affect a rapidly growing, multinational business. Specsavers currently has hundreds of remote users accessing a range of central resources such as email, web applications and financial applications daily, and is aware that in order to ensure the security of its data, a data protection strategy was required.

### Challenge

A rapidly-growing multinational retail chain, Specsavers needed an authentication solution allow its global workforce to remotely access corporate resources and data.

### Solution

They chose Gemalto SafeNet Authentication Service with a mix of hardware, software and SMS tokens along with a tiered user-group structure allowing local management of the global solution.

### Benefit

Specsavers now enjoys long-lasting hardware tokens, a scalable solution that will grow with the company, and lower total cost of ownership with Gemalto's unique OPEX payment model.

## The Solution

With its dramatic growth, staff numbers continue to grow, as does the need for secure remote access. So Specsavers required a secure remote access solution that would be:

- Scalable and able to cope with the growth in staff levels across existing and new markets
- Flexible enough to suit different user working practices and technical capabilities
- Simple to administer
- Reduces the cost of implementation, deployment and ongoing resource requirements

Based on this criteria, Specsavers chose Gemalto SafeNet Authentication Service to secure remote access to their internal applications and databases. With SafeNet Authentication Service, Specsavers is now able to deploy authentication tokens to users globally and on demand through the unique tiered user-group structure. By creating groups within the SafeNet Authentication Service management portal to represent each location, Specsavers' Head Office is able to pass management of each group to a local administrator.

Specsavers chose a mix of token formats: hardware, software and SMS, to meet various end user needs. The tokens, combined with a unique PIN code, deliver a one-time password (OTP) which can include letters, numbers and characters, offering the most secure OTPs on the market. When the user enters the correct PIN and OTP to the Specsavers remote gateway, they are securely authenticated and granted access to the server. With SafeNet Authentication Service in place, Specsavers has enabled its mobile and remote users to easily connect to the company's resources and applications securely.

## The Benefits

SafeNet Authentication Service has enabled Specsavers to secure employees remote access to its internal applications and databases, and brought numerous other benefits including decreased costs.

**Scalability and Empowerment.** The tiered user group function eases the burden on Specsavers' central IT department, and empowers local offices to instantly allocate and retract tokens as required. SafeNet Authentication Service is the only vendor with this level of functionality. For Specsavers, this means they can benefit from the economy of scale of having one global service, instead of having to purchase and manage a different server in each location.

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"SafeNet Authentication Service has brought several benefits to Specsavers, the tiered user-groups have allowed us to implement and manage two-factor authentication globally, and delegate administration. The tokens work out to be cheaper and the technology offers us the highest level of security on the market. Feedback from our offices and end users has been really positive."

Angus Dorey, IT Security Manager at Specsavers

**Token Longevity.** Previously, Specsavers had found hardware tokens to be unreliable and frustrating as the token expired within three years. This time, the company chose a mix of hard, soft and SMS tokens. The software tokens are most suitable for users with access to a single desktop or laptop, the SMS tokens are deployed for users who require portability, and users preferring a hardware token have been issued with hardware tokens. Soft and SMS tokens significantly reduce token costs, additionally the hardware token has a 5-year warranty and no expiration date, and should a battery run out they are easy for the user to replace.

**Lower TCO.** Specsavers have confidence in SafeNet Authentication Service simple annual subscription fee which includes the service's software components and applications. With this OPEX model, the company has been able to eliminate the hassle and cost of up-front investment in software and hardware, and by taking the complexity and cost out of implementation and ongoing support, SafeNet Authentication Service has enabled Specsavers' IT staff to focus on more profitable activities. As Angus Dorey, IT Security Manager of Specsavers confirms, "We have been using SafeNet Authentication Service for over two years now, and have yet to replace a single token or battery. There are obvious cost and resource savings for us when using reliable long-life tokens and we are already seeing those benefits."

  
security to be free