CASE STUDY

Farrer & Co Finds Cost Savings and Flexibility in Gemalto’s SafeNet Authentication Service

Law firm Farrer & Co upgraded to SafeNet Authentication Service to reduce costs and increase ease of use and management for its non-technical staff. By using a mixture of hardware, software and SMS tokens on one management platform, Farrers has seen a 60 percent reduction in Total Cost of Ownership.

The Organization

Farrer & Co is a leading London-based law firm with a distinguished reputation built up over three centuries. The firm offers wide-ranging specialist advice to a large number of prominent private, institutional and commercial clients. With a tradition of being at the forefront of legal changes and developments, the firm has been involved in many landmark cases shaping the law.

The Business Need

Before SafeNet Authentication Service, Farrers had an aging remote access security system which had become expensive to maintain and difficult to manage. Lawyers were using costly hard tokens which had a limited lifespan and were often lost. With a large number of the tokens due to expire within 12 months, it was an ideal opportunity to review the market for other solutions.

There was also a desire to upgrade the software on which the system ran. The anticipated cost of achieving an upgrade and replacing tokens was the deciding factor in prompting the search for alternatives. In addition, the firm wanted to introduce stronger business continuity options and to ensure that any solution implemented would be straightforward for non-technical legal staff to use and manage.

Challenge

➤ Farrer & Co needed a cost-effective and easy-to-manage secure access solution for its lawyers and support staff, specifically one that didn’t require hardware tokens.

Solution

➤ Gemalto’s SafeNet Authentication Service is a best-in-class solution that enabled Farrer & Co to use a mixture of hardware, software and SMS tokens under one simple management platform.

Benefit

➤ Since implementing SafeNet Authentication Service, Farrer & Co has seen a 60 percent reduction in total cost of ownership, and almost completely eliminated the cost and hassle to lost hardware tokens.
The Solution

Vistorm, an HP Company and Gemalto partner, introduced Farrers to a range of possible providers. Initially contracted to deliver the managed firewall at Farrers in May 2009, Vistorm have subsequently supported the firm with a number of security initiatives across the firm’s infrastructure.

Farrers wanted a solution that was best-in-class and innovative. At the same time, they were keen to reduce the high annual maintenance costs on the existing system. Crucially, the system had to be simple to use. Taking a vendor-independent approach, Vistorm introduced a number of leading two-factor authentication vendors to Farrers (RSA, SecurEnvoy and Gemalto). Following vendor presentations, Farrers chose SafeNet Authentication Service for its flexible approach to authentication and low Total Cost of Ownership (TCO).

SafeNet Authentication Service delivers fully-automated, highly secure and strong authentication with flexible token options that are tailored to the unique needs of each organization, substantially reducing the total cost of operation. With no infrastructure required, the service protects cloud-based and on-premises applications and data as well as corporate networks, identities and devices.

The Benefits

It was important for Farrer & Co to implement a variety of authentication form factors depending on the users’ need and security situation. Gemalto was the only product that offered all three types of tokens – hardware, software and SMS. In addition, Gemalto’s tokens have a longer lifespan than other vendors’, reducing the cost to replace expiring hardware.

Previously, when the lawyers had to use separate hardware tokens, they often did not have the token with them, or had forgotten or misplaced their PIN. Since in the majority of cases they always have their smartphone with them, the firm felt that software tokens on smartphones would be the most convenient and cost-effective solution. This enables all the lawyers to authenticate to Citrix and access core business applications from any location. In cases where lawyers are frequent travelers or remote workers without a smartphone, it is still possible to provide a hardware token. SMS tokens are available for other staff that do not have smartphones and use remote access less frequently.

“The Total Cost of Ownership over three years is approximately 60% cheaper than the previous system, taking into account maintenance costs and replacement tokens.”

-Neil Davison - Head of Information Technology, Farrer & Co

Ready for the Future

The system has been simple to deploy and the lawyers have adopted it quickly. The most significant change is from an operational point of view.

Head of Information Technology Neil Davison explains, “We now have enough tokens to deploy across the business, not only to lawyers but also to support staff for business continuity. We contained our costs by purchasing a number of ‘in case of emergency’ licenses which again demonstrated the flexibility of SafeNet Authentication Service. Also, we have now almost completely eradicated the cost and hassle associated with lost hard tokens.”

Vistorm worked closely with Farrers during the project build and testing to ensure minimal user downtime, thorough understanding of the technical configuration requirements, and timely implementation. Vistorm then worked with the Farrers IT team to ensure they could handle basic support requests themselves and could instruct non-technical users around the changes required to move from the old to the new authentication service. Both Vistorm and Gemalto are still available for high-end support requests or service upgrades, but day-to-day administration is handled and supported by the Farrers IT team.

The solution is now live across the firm with the majority of the lawyers and support staff using SafeNet Authentication Service to authenticate to the remote access system.

Savings Assured

Forecast savings are considerable, thanks to the extension of the solution across the firm. Once every lawyer is set up on the new regime, Farrers will then enable all business support staff to access the firm’s systems in the event of an emergency or business continuity crisis. “Now we have such a flexible solution in place, I want to ensure we receive maximum value,” says Davison.