Introduction

Contact centre and virtual receptionist business Best Reception used a variety of systems that required employees to remember multiple passwords. With all of these logins and the need to protect confidential client data, one of the biggest challenges was maintaining corporate security whilst improving productivity.

Managing Director, Andy McKenna shares how the easy-to-set-up service from My1Login delivered significant productivity gains for staff whilst satisfying ICO guidelines for protecting client data using encryption compliant with ISO, PCI and FCA recommendations.

The Challenge

Andy describes their business challenge.

“We had a variety of business systems to which our staff needed access. Our aim was to introduce a secure way to provide employees with access to these systems. Preferably this would be in a way that didn’t require employees to remember individual passwords, that was easy to introduce and use and which saved time.”

The Solution

“My1Login solved this challenge in full. It provided employees with access to all their business systems by only having to remember one strong set of credentials. Our staff can now sign into their various business accounts without having to know the individual passwords. For additional security My1Login’s clever ‘white-list’ feature is used to restrict access and only allow them to log into their My1Login accounts when at work.”

- Andy McKenna, Best Reception

Working in conjunction with existing business passwords (so no need to change them), My1Login is a cloud-based, password manager that enables business users to securely manage and, where authorised, share specific passwords for business applications using one login.

Best Reception Case Study

Saved by each employee since using My1Login

50hrs PER YEAR

Customer: Best Reception
Sector: Telecommunications & Contact Centre
Country: United Kingdom
Best Reception's clients need to know the team are efficient and that shared access to their own systems is completely secure. My1Login provided a solution that uses ‘strong’ encryption to manage passwords in a way that is compliant with ISO, PCI and FCA recommendations.

A business end-user’s key phrase encrypts access to their business passwords using AES 256. That means even if someone maliciously accessed my1login’s servers, it would still be impossible for anyone to decrypt and access that stored password data without the key phrase, and it would take the most advanced computers millions of years to try out every possible permutation of a reasonable length phrase.

The Benefits

For Best Reception the solution has been achieved rapidly and with ease of set-up.

“When we were looking for a password manager, My1Login seemed more straightforward than the others. Alternatives seemed to require heavy IT integration whereas My1Login would be very easy to set up, and so it has proved.

Since rolling out My1Login, we estimate that each employee saves over an hour a week. That’s a staggering 50 hours a year or a 3% productivity gain across the business. It is fantastic to have that saving and know that the strength of the passwords in the use and the mechanism to provide access to them is exponentially more secure than before”

Trusted by Thousands

What the media are saying about My1Login

“Uses internationally endorsed encryption standards”

“Easier password service”

“Two-layer security foils keyloggers”

“A smart way to remember all those passwords”

For more information about My1Login please visit www.my1login.com or contact Jo Heaney, Marketing Executive:

jo@my1login.com | UK 0800 044 3091 | US 1 650 422 5511