

Best Reception Case Study

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.

Best Reception

Customer: Best Reception
Sector: Telecommunications & Contact Centre
Country: United Kingdom

100hrs
PER YEAR

Saved by each
employee since using
My1Login

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.”

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’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.

“Our business is exceptionally secure and productive thanks to My1Login”

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 100 hours a year or a 6% 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”

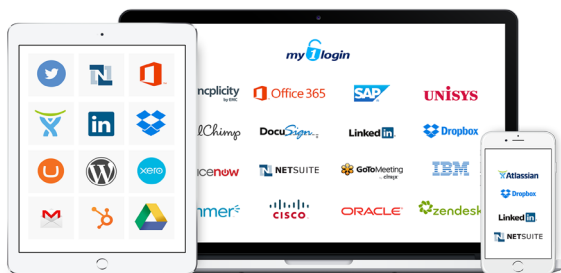


About My1Login

Founded in 2007, My1Login is a European leader in protecting against enterprise cyber security threats through its Identity and Access Management solutions.

The trend towards SaaS is moving enterprise identities outside the traditional corporate infrastructure, exacerbating the challenges of identity sprawl, password fatigue, resets and compliance adherence. My1Login’s next generation Identity and Access Management solution enables organisations to overcome these challenges by providing a single user identity for employees, improving productivity and eliminating security threats.

My1Login’s IAM solution supports identity standards such as SAML, SCIM, OAuth 2.0 and OpenID Connect, but uniquely can also integrate with target applications that don’t have connectors (e.g. legacy and mainframes), to offer a true SSO experience for end-users. My1Login works across cloud, mobile and legacy, thick-client applications enabling control of user identity and access while delivering a return on investment. The service can be deployed rapidly, even in the most complex enterprise environments.



10,000+ Apps

In addition to working with today’s enterprise cloud apps My1Login also works with legacy, thick-client apps, including IBM and Unisys mainframes, and virtualised applications such as Citrix.

My1Login Protects Over 1,000+ Organisations Worldwide

HAVE A QUESTION? SPEAK TO OUR IDENTITY EXPERTS



Call

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