

CASE STUDY: Taylor Wessing

International law firm, Taylor Wessing, find a strong two factor authentication (2FA) solution capable of replacing passwords once and for all

SOLUTIONS
IN OVER
27
COUNTRIES
WORLDWIDE

About Taylor Wessing

Taylor Wessing is a full-service international law firm, working with clients in the world's most dynamic industries. With 26 offices around the world, they blend the best of local commercial, industry and cultural knowledge with international experience to provide proactive, integrated solutions for their clients.

With a view that passwords should not feature in the future of its security and authentication procedures, the IT department at Taylor Wessing took an innovative step to find a strong two-factor authentication (2FA) solution that would be capable of replacing passwords once and for all.

There are many 2FA solutions available on the market that offer high levels of security, but a common flaw is failing to make it easy for the end-user. In the past, the IT department at Taylor Wessing had trialed hard-tokens, but these proved extremely unpopular with partners of the law firm, who did not want to carry them everywhere.

Meanwhile in another trial, tokens on a mobile device were used and whilst they received a warm reception, the particular solution used caused headaches when partners travelled overseas causing the token to fail. IT Director Stuart Walters, explains the authentication challenge. "In order to achieve widespread adoption within the organisation, the 2FA solution we decide on would have to deliver convenience".

He adds that in order to succeed it requires a carrot rather than stick approach. "The biggest carrot of all for our partners would be freeing them from ever needing to change their password again. This is a huge incentive".

The Solution

A solution that combined end-user convenience with affordability and ease of management presented itself when the Taylor Wessing team visited the Infosecurity Europe exhibition in London. "Authlogics PINgrid was by far the most useful product that we looked at during our time at the show" recalls Walters.

The team was particularly impressed with how PINgrid does not require a hard-token, or Internet connection (the problems inherent in its previous 2FA trials), meaning it can be used anywhere, and with 26 offices around the world, that is a big plus for a law firm with a global presence. Walters adds

"What really excited us was that we could also take advantage of its Window Desktop Logon feature, so every time a user logs on to Windows, whether via a desktop, or laptop, in or out of their office, there is an added level of protection before they gain network access."

Solution Highlights

- Strong 1.5 and 2 factor authentication using a visual pattern
- Cost effective compared to token-based authentication solutions
- Secure remote access to internal AND cloud-based applications
- Active Directory or LDAP database storage without extending the schema
- FIPS 198 & 180-3 compliant cryptography that exceeds OATH specifications
- Rapid user provisioning with auto-generated patterns
- RADIUS & Web Services interface for universal integration
- Free Soft Token download from all major phone application stores
- Out of the box support for Microsoft IIS web servers and Forefront TMG 2010 & UAG 2010

Products Used

- Authlogics PINgrid
- Authlogics Desktop Logon

TaylorWessing
Authlogics



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Stuart Walters
IT Director
Taylor Wessing

Grid Pattern Authentication: Simple, Memorable and Secure



The power of PINgrid: Simple, Memorable, Secure

The solution works by installing a small footprint app on the users mobile device (available across all mobile platforms). The user then creates their memorable pattern from a six-by-six number grid (in this configuration, there are 2.1 billion possible pattern combinations), in which the digits randomly change every minute. Each time they need to authenticate themselves they simply type the numbers from their pattern into the challenge box presented to them on-screen.

Stuart Walters explains, "The beauty of PINgrid is that it overcomes one of the fatal flaws in password-based authentication, in that every time you login you must give away your 'secret'. With this solution it stays in the head of the user, making it far more secure, trusted and of course convenient.

PINgrid was implemented in phases, the first of which involved rolling it out across the IT department, and then introducing it to those partners who require secure remote access

to the IT network, embedding PINgrid with the organization's existing Citrix and Juniper SSL VPN solutions. Walters explains the implementation experience,

"We have deployed many software solutions at Taylor Wessing and I can honestly say that PINgrid is one of the easiest we have installed."

"As we remove the need to remember a password, there is no need to reset it as everyone finds it so easy to remember their PINgrid pattern."

Stuart Walters, IT Director Taylor Wessing

Benefits

Whilst PINgrid would deliver convenience to the partners tired of using and updating their passwords, the benefits also extended to the IT department who recognised that another major reward of the solution would be to alleviate the pressure of the IT helpdesk, which was often inundated with requests for password resets. "As we remove the need to remember a password there is no need to reset it, as everyone finds it so easy to remember their PINgrid pattern," adds Walters.

Crucially, whether logging on to Windows, or connecting to the network via remote access

the same pattern can be used to authenticate, without compromising security.

"From a personal and commercial perspective, passwords are a pain in the neck for everyone!". The power of PINgrid is that not only is a pattern so much easier to remember than a password, the solution is also easier to use and maintain and is more secure." Walters concludes: "Strong authentication is vital to protect us and our clients. We use PINgrid every day and we have found no weaknesses in the solution.



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