Computer Concepts Limited Meets Clients' Authentication Requirements, Increases Customer Loyalty

New security offering with Kaseya AuthAnvil solution enhances security of New Zealand MSP's customers

Changing Security Needs

The times, they are a changin' – Bob Dylan

That was the tune Computer Concepts Limited (CCL) in New Zealand kept hearing from its clients as high-profile security breaches continued to pop up in the media and on social media. Looking at their own less-than-stringent authentication policies, these organizations knew that they remained vulnerable to attack. Weak passwords were common, and many users simply shared passwords, making it difficult for anyone—CCL included—from truly knowing exactly who was accessing their environments and what they were doing.

A managed service provider (MSP) that offers its customers reliable, robust Infrastructure as a Service (IaaS) solutions, CCL needed a way to better secure its clients' authentication policies to maintain the trust that environments were safe from any security threat. And it preferred to do so without adding complexity to its managed services platform and service delivery mechanisms.

"We needed a way to authenticate users reliably without disrupting their daily operations," said Tim Sewell, CCL's Security Manager. "In addition, we needed something we could integrate with our IaaS offerings and deploy quickly and seamlessly across our own internal networks and our customer environments."

Integrating Multi-Factor Authentication Into IaaS Platform

After investigating several identity and access management (IAM) solutions, CCL integrated Kaseya AuthAnvil into its security service offering, allowing the MSP to provide its customers with powerful and robust multi-factor authentication (MFA) as an add-on service to its IaaS platform. The MFA solution also provided additional security by tracking login activity across business systems and applications, and by creating a valuable audit trail of who is logging in, when and from where. CCL manages the solution as a service for most of its largest customers while it makes sense for some smaller clients to host the solution on premise.

Implementing AuthAnvil with the CCL IaaS platform was easy, according to Sewell, who oversaw the initial rollout of the MFA service and continues to manage the on-boarding process for new customers. Users are now able to log in to the appropriate business systems securely and from multiple devices while being fully authenticated by the solution. On-boarding a new client is seamless and automated as CCL staff or internal managers simply add all user accounts to the system once—a process that takes just a few hours. As an MSP, CCL values the ability to ramp up its services for customers quickly and efficiently, and Sewell says that AuthAnvil enables rather than hinders that capability.

Providing Peace of Mind

CCL delivers its MFA service powered by Kaseya AuthAnvil to nearly 3,000 users across a number of customer environments. Knowing that all user access is tracked gives these organizations peace of mind that they and their service provider knows exactly who is logging in, when and from where—a powerful security feature that customers need in order to feel like their environments are completely safe from unauthorized access.

"Our clients are giving us access to their mission-critical intellectual property, their crown jewels. They trust that we are accessing their IP in a secure manner," Sewell said. "AuthAnvil is a major differentiator for us. Knowing their authentications are secure and tracked lets our

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Problems

- Ineffective and shared passwords weakened customers' security postures amidst increasingly sophisticated threats
- Inability to track and audit exactly who is accessing customers' environments eroded trust

Solution

- Kaseya AuthAnvil multi-factor authentication

Benefits

- Authentication service provides additional revenue stream
- Increased competitive differentiation and client loyalty
- A more robust security posture provides a clear understanding of exactly who accesses customers' environments without adding complexity to overall managed services platform

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customers sleep well at night. It makes them safe and happy and more likely to stick with us in the future."

In addition to enhancing security for its clients and earning customer trust, AuthAnvil has provided a nice revenue stream for CCL. The MSP offers MFA to its customers as an add-on service.

Enhanced Identity and Access Management Services

CCL is in the process of building a new IaaS platform and has plans to make AuthAnvil a major part of its managed services security offering. In addition to the existing two-factor authentication (2FA), CCL plans to offer password management and single sign-on services to its customers, eliminating password management challenges while making it easier for users to securely log in to corporate resources, applications and websites. This will allow CCL to help its customers reduce business liability, provide accountability and increase end-user productivity.

"The full feature set from AuthAnvil will allow us to improve the security postures of our clients, provide accountability around our service delivery methods and streamline password management," Sewell said.

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>
> **Tim Sewell**
> Security Manager, CCL

ABOUT KASEYA

Kaseya® is the leading provider of complete IT management solutions for Managed Service Providers and small to midsized businesses. Kaseya allows organizations to efficiently manage and secure IT in order to drive IT service and business success. Offered as both an industry-leading cloud solution and on-premise software, Kaseya solutions empower businesses to command all of IT centrally, manage remote and distributed environments with ease, and automate across IT management functions. Kaseya solutions currently manage over 10 million endpoints worldwide and are in use by customers in a wide variety of industries, including retail, manufacturing, healthcare, education, government, media, technology, finance, and more. Kaseya, headquartered in Dublin, Ireland is privately held with a presence in over 20 countries. To learn more, please visit **www.kaseya.com**