

## About SecurEnvoy

SecurEnvoy are the inventors of tokenless authentication and provide two-factor authentication via mobilephones. Passcodes are sent to the user's mobile phone in order to access corporate internal networks, cloud based services or private emails.

SecurEnvoy's products - SecurAccess, SecurPassword, SecurICE and SecurMail - are adopted worldwide.

Customers benefit from reduced support time, no database management as existing LDAP servers are used and zero footprint as no token deployment is required, so ROI for organisations is relatively high.

SecurEnvoy distributes through the channel, providing customers the value added benefits of working with

local partners. It has built up a technical and sales

infrastructure that supports most languages and

cultures around the world. Partners include: Juniper, Citrix, Fortinet, Sonic Aventail, Cisco, Checkpoint, Celestix, Microsoft and F5. SecurEnvoy's customers include T-Mobile, Symantec, John Lewis, NHS and Save The Children.

Founded by Andrew Kemshall and Stephen Watts in 2003, SecurEnvoy is based in Theale, Berkshire.

**For more information about SecurEnvoy and its products, visit [www.securenvoy.com](http://www.securenvoy.com).**



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# Quick Selling Guide SecurPassword



# Quick Selling Guide



## Who are SecurEnvoy?

SecurEnvoy are the inventors of SMS based tokenless two factor authentication and have been leading the way in the development of this next generation of authentication technology since 2000. SecurEnvoy are a UK based company, privately owned with products distributed across the globe.

## What is SecurPassword?

SecurPassword is the only solution that allows users to reset their Windows domain password using tokenless, two-factor authentication. With SecurPassword, a six-digit, one-time passcode is pre-loaded onto the user's mobile phone via SMS. Pre-loading counters any SMS delays or intermittent signal problems.

Users who have forgotten their password simply enter their Windows logon ID into a dedicated web-site, Enter their PIN or answer a configurable security question and then enter the pre-loaded passcode from their phone. Once successfully authenticated the user can create a new password.



## Key Benefits:

- More than 80% Savings on Windows Password Resets
- Self-service password reset process
- Increased business productivity
- Highly affordable, tokenless two-factor authentication

## Key Features

- Password reset using mobile phones
- Strong two-factor authentication
- Self-service mechanism
- Automated delivery of passcodes
- Additional configurable security questions
- Information stored and read from Microsoft Active Directory
- Supports any GSM mobile phone
- No software required on the mobile phone
- SMS delays eliminated

## Who are using it already?

### Private Sector



### Public Sector



## Key Target Markets:

Any organisation where companies have large numbers of staff as these are the companies with the largest issue with helpdesk administration relating to Domain Password Resets.

**Contacts to target:** • Helpdesk Manager • IT Manager • IT Director • IT Security Manager • Infrastructure Manager

## Key Sales Questions

- I am trying to contact the person responsible for the IT Helpdesk strategy?
- Do you currently know how many support calls you have per month to reset users domain password?
- What is the internal cost attributed to the business resolve a Domain Password Reset call?
- If I could show you a product that would offer a clear and quick ROI on your current Domain Password Reset process would you be interested in finding out more?
- If yes, what dates and times can you make in the next 14 days for either a meeting or online webex?

## Objection handling

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|--|--|
| 1. What if the end user loses their mobile phone?                          | As with RSA SecurID, SecurEnvoy SecurAccess can allow the administrator to provide the end user with a static password while they are without their phone or token. The difference comes is that SecurEnvoy can automate the change back to one time mode after a number of days, where as an RSA administrator may have to chase the user to find out when they next had their token.<br><br>End users tend to pay a lot more personal security to their mobile phone than they do a piece of plastic forced onto them by the company. End users are much more likely to know that their mobile is missing and a lot quicker than they would do that their token is missing. Hardware tokens may not be noticed missing until user next logs in which could be a number of days or weeks. The end user is much more likely to feel a moral obligation to report their mobile phone missing compared to token which they are most likely going to report missing when it is convenient for them. |
| 2. Where I live has bad or no GSM coverage how do you manage this?         | If you frequent a place that has intermittent coverage, it is possible to utilise the day code option within the software. This means that a passcode can be reused for between 1 and 99 days. Being that SecurEnvoy works on pre-loaded methodology the user will always have a working code on their phone. Alternatively the security server can be configured to send 3 one time codes with-in each SMS message. Finally it is possible for SecurAccess to send a passcode to a landline telephone or DDI number behind a PBX.   |
| 3. Some of my users do not have mobile phones how can I use this solution? | These users may not have a company supplied phones, but they almost certainly have their own mobile phones as statistics say that there are nearly twice as many live handsets as people in the UK. Even if they don't have a personal mobile phone, SecurAccess can still send a passcode to a landline telephone or even a DDI number behind a PBX.  |
| 4. What if end users do not want to use their personal mobile phone?       | The question is why don't they want to use their own phones? You will not be putting any software on their phone. You will simply be sending them an SMS message which will not cost the end user anything. In some cases its simply that they don't want to receive phone calls from other employees. Personal mobile number are stored encrypted so that only the SecurEnvoy administrators can read it which prevents other staff trying to call it. What is more inconvenient to the user, using up pocket space for a token or using virtual space on their mobile phone?   |
| 5. How good is the GSM phone coverage?                                     | GSM network consists of over 860 networks in 220 countries/areas of the world. Coverage Maps can be found at: <a href="http://www.gsmworld.com/roaming/gsminfo/index.shtml">http://www.gsmworld.com/roaming/gsminfo/index.shtml</a>  |
| 6. How well can the SecurEnvoy server scale?                               | This answer is very well. SecurEnvoy scales directly with Active Directory as this is its database, therefore the question should be "how well can your existing AD scale?". Microsoft have spent much time and money perfecting the replication between domain controller servers. SecurEnvoy benefit from this replication as it directly integrates with AD or other LDAP servers such as eDirectory.   |
| 7. What happens if the end user deletes their SMS message?                 | Simply enter your username and complete the logon process without the passcode, the system will see this as a bad logon and send a new passcode. This will work as long as you have not gone passed the set number of concurrent failed logons, otherwise the account will be disabled.  |

**Other vendors you may come across:** • Quest Software • Passlogix