



# AscendID

## CASE STUDY

# Providing secure, compliant, remote access at Complete Cover Group

## About Complete Cover Group

Complete Cover Group is one of the UK's largest independent insurance brokers. It has over 45 years' experience in providing great value, specialist insurance in the "non-standard" insurance market and helping customers find competitive quotes for car, van, home and taxi insurance where other brokers can't.

With a turnover in excess of £100 million and a group customer base of over 90,000 policy-holders, Complete Cover Group has a well-deserved reputation of being expert in the field of affordable specialist insurance cover.

### Customer

Complete Cover Group Ltd

### Challenge

Provide a secure, compliant remote access solution for both regular remote workers and occasional users.

### Solution

A cloud-based AscendID and Checkpoint solution.

### Business benefits

- Integration with Active Directory
- Simplified process for employees
- Compliance with ISO 270001
- 24x7x365 technical support
- Predictable cost per user per annum



## Challenge

Complete Cover Group's remote access solution was meeting the needs of the business, supporting a remote workforce of about 20% of the total staff. However, it was clear that as the company developed, grew, modernised and updated its internal platforms to support more flexible working, the proportion of staff working remotely would grow.

As a result, the company wanted to modernise its existing remote access solution to accommodate this growth while integrating the solution with its Active Directory structure. In doing so the company wanted to support both regular remote workers and a wider pool of potential users in the event of the need for disaster recovery.

## Process

Having partnered with IPI for various other areas of its infrastructure, including a resilient multi-site MPLS solution and call management platform, Complete Cover Group had great confidence in IP Integration's ability to not only to start from a platform of understanding, but also to present a solution that would integrate seamlessly with its existing technologies.

As James Borne, Associate Director of Group IT, Complete Cover Group Ltd put it:

"IPI don't just sell you a product, they work with you to understand goals, propose ideas and solutions and stay within budget".

## Solution

To meet the security requirements needed, IP Integration proposed a cloud-based AscendID solution combined with Check Point VPNs. AscendID is a fully automated cloud security service, providing highly secure authentication, and simplified and unified management.

With AscendID users are presented with one-time passwords that are active for just thirty seconds at a time, eliminating phishing and social media attacks. Problems with static, lost or stolen password are eliminated, which not only strengthens security but also reduces help desk call rates.

The AscendID solution is a fully SLA-backed service with flexible contract lengths and billing options. It is backed up by a manned support centre that provides technical assistance 24 hours a day, 365 days a year.

Check Point is one of the major players in the world of VPN solutions, with a mature, "tried-and-tested" product suite. Its VPN solutions ensure the privacy and integrity of sensitive information through multi-factor authentication, endpoint system compliance scanning, and the encryption of all transmitted data.

By combining various multi-factor authentication methods with seamless Active Directory integration, Complete Cover Group is able to tick all the boxes in terms of auditing, security and efficiency. At the same time the company has the peace of mind that combining the two solutions will meet security standards such as ISO27001.

As James Borne explains: "The solution AscendID proposed offered us the ability to not only integrate with our existing Active Directory but to add a biometric layer of authentication. This allows us to simplify the process for end users - with one less application to install or set of credentials to remember. It's especially relevant for those users who may only need the VPN capabilities very infrequently – in the case of disaster recovery, for example.

"Having worked in IT for 15 years and having the all-too-common headaches of partners that rest on their laurels, only making contact when renewals approach, I find myself somewhat cynical in my choice of working partnerships," says James Borne.

"IPI has proven to us time and time again that it is in this for the long run, whether it's finding a cost-effective solution at short notice or helping us develop a strategic platform the company has always delivered. In the rapidly changing landscape that is technology it's vital that we have strong trusted partnerships to help us keep ahead of the curve."

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James Borne, Associate Director of Group IT, Complete Cover Group Ltd