

## ESET is a Wholesale Success at Gardners Books

Looking for a reliable and easy to use two-factor authentication system for their staff to use on a daily basis, Gardners Books turned to ESET for a solution. ESET Secure Authentication met all the requirements they needed in one simple to manage package.



### CUSTOMER

Gardners Books is one of the UK's leading independent wholesalers specialising in the sale of books, DVDs, CDs, eBooks and other media. They have been a key organisation in the book supply industry for over 25 years and have a strong customer base of retail companies, local bookshops and many internet based shops and resellers. Gardners Books are constantly investing in innovative technology which is one of the things that has helped them to build up a strong, reliable company supporting a global network of retailers.

Due to the nature of their business IT plays a key role in all levels of the organisation, including sales, administration and the shipping and receiving of goods. In particular virtual infrastructure is quite a highly used area by Gardners, along with high availability and high speed networking. Due to this the reliable, efficient and convenient IT infrastructure that the company requires is absolutely crucial to the everyday running and success of the business.

### CHALLENGE

Having used RSA by EMS Secure ID for their two-factor authentication system which initially appeared to fulfil their requirements, the team at Gardners Books came to find that the solution was extremely complicated to use and involved a long winded set-up process. There were also issues with the SMS OTP delivery system that many of their sales team were using on a daily basis and other features needed by the organisation that were not being provided.

Initially when looking for a 2FA solution they had been concerned with having a physical box over certain features, however with this no longer being an issue the team were able to look at different options for their supplier. Gardners were looking for a product that was easy to use for the end user as well as being easy to implement and maintain on the back end with a one server solution. The addition of a smart phone application for the 2FA system was also of major benefit.

### SOLUTION

As they were already using ESET Endpoint Security on the company PCs and had positive experiences with the product, the team at Gardners Books looked into ESET's full range of security products. ESET Secure Authentication delivers secure, yet hassle-free remote access to company network and data. A powerful mobile-based solution, it relies on two-factor, one time password (2FA OTP) authentication.

"We chose ESET to supply our two-factor authentication services based on previous good service for our Antivirus needs and the product that is offered, in the form of ESET Secure Authentication ticked all our boxes" says Tom Wright, I.T. Service Officer at Gardners Books. "Single server install, ease of setup, integration with active directory and one of the major pluses, an application we could give our staff members so there was no need for constant SMS's. On top of this the fact it works seamlessly with open VPN made us very happy as we didn't have to change our VPN setup to accommodate the software."



**System Requirements:**

**Server Side**

32&64-bit versions of Microsoft Windows Server 2003, 2003 R2, 2008, 2008 R2, 2012

**Client Side**

iOS 4.2.1 or higher (iPhone)  
 Android 2.1 or higher  
 Windows Phone 7 or newer  
 Windows Mobile 6  
 BlackBerry 4.3 to 7.1  
 Symbian - all supporting J2ME  
 All J2ME enabled phones

**Two-factor Authentication**

Mobile-based, two-factor (2FA) one-time password (OTP) authentication for a higher level of security  
 Native protection of Outlook Web App (OWA), VPNs and all RADIUS-based services  
 Software only solution – no need to carry additional device or token  
 Convenient for the mobile workforce

**Client Side (mobile app)**

One-tap installation, simple and effective user interface  
 Delivery of OTP via client application or SMS  
 OTP generating works independent of the availability of internet connection  
 Compatible with any mobile phone supporting SMS messaging  
 Supports a broad range of mobile operating systems  
 PIN-protected access to prevent fraud in case of device theft or loss  
 Serves multiple OTP zones, e.g. OWA access, VPN access, and others

**Server Side**

Out-of-the-box solution  
 Easy double-click installation and setup  
 The installer automatically recognises OS and selects all suitable components

**Remote Management**

Supports Microsoft Management Console (MMC)  
 Active Directory integration  
 ESET Secure Authentication extends Active Directory Users & Computers (ADUC plugin) with additional features to enable managing the users' two-factor authentication settings