MAJOR INTERNATIONAL SERVICES COMPANY TRANSFORMS AUTHENTICATION WITH MyID CMS

A major International Services Company, providing critical technical services to a wide range of customers, needed to securely authenticate to their customers' devices and networks. The new solution needed to integrate with devices and systems already in place, leveraging existing expenditure and reducing business impact.

THE CHALLENGE

The successful solution needed to provide increased security, ease the logistics of managing multiple devices, improve the user experience and provide secure comprehensive auditing.

The new solution must incorporate the smart cards and USB devices in place, with the ability to easily add further devices as and when required.

Engineer access to customer systems needed to be demonstrably secure and audited to ensure non-repudiation.

Dynamic certificate deployment and management was required to ensure engineers were only able to access customer systems to which they were currently authorized.

A key consideration was to ensure that there was minimal disruption to the business and the engineers during the implementation.

THE SOLUTION

Intercede worked with the company to understand their full requirements and to ensure that both technical and business necessities were met. The MyID CMS Solution It soon became obvious that MyID Credential Management System (CMS) was the perfect solution.

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- Engineers can manage and update their own smart cards from their own devices using MyID's Operator Client.

- Distribution of certificates is now largely automated.

- User experience has been significantly improved for all involved

- Smart Cards can be updated on-site or remotely, reducing delays.

- MyID CMS' uniquely configurable options was able to implement the flexibility of using existing smart cards to deliver the varied certificates required by the engineers.

- MyID CMS' lifecycle management includes revocation of certificates no longer required.

THE BENEFITS

ENHANCED SECURITY

The MyID CMS solution increased security by implementing smart card technology and automated certificate distribution, ensuring that engineers could only access systems they were currently authorised to access, thereby enhancing the security of customer devices and networks.

IMPROVED USER EXPERIENCE

The solution significantly improved the user experience for both engineers and customers. Engineers could manage and update their smart cards directly from their devices, facilitating seamless and efficient interactions with the system.

EFFICIENT CREDENTIAL MANAGEMENT

The introduction of the MyID CMS allowed for efficient lifecycle management of credentials, including the automatic revocation of certificates that were no longer required. This automation reduced the administrative burden and potential for human error.

BUSINESS CONTINUITY WITH MINIMAL DISRUPTION

The flexibility of the MyID CMS to integrate with existing hardware and software ensured that there was minimal disruption to the business during implementation. This was crucial in maintaining continuous service delivery and operational reliability during the transition to the new system.

ABOUT INTERCEDE

Intercede is a cybersecurity software company specialising in digital identities, and its innovative solutions enable organisations to protect themselves against the number one cause of data breach: compromised user credentials.

The Intercede suite of products allows customers to choose the level of security that best fits their needs, from Secure Registration and ID Verification to Password Security Management, One-Time Passwords, FIDO and PKI. Uniquely, Intercede provides the entire set of authentication options from Passwords to PKI, supporting customers on their journey to passwordless and stronger authentication environments. In addition to developing and supporting Intercede software, the Group offers professional services and custom development capabilities as well as managing the world's largest password breach database.

CONTACT US TO FIND OUT MORE

Contact us now to discover how MyID CMS can help you manage your digital identities within your organisation, quickly and efficiently.

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