ESET® CASE STUDY:

PROTECTING CUSTOMER DATA IN A CONTACT CENTER

Allus Global BPO Centre
Industry: Business process outsourcing
Number of Employees: 6000
www.allus.com

THE BUSINESS NEED

- Enable secure remote access to corporate networks
- Meet government and industry regulations for protecting customer data
- Meet PCI DSS Compliance standards protecting customer data such as credit card details.
- Provide a strong, yet easy to use service to their customers that enables business productivity.

THE SOLUTION: ESET SECURE AUTHENTICATION

ESET Secure Authentication provides safer, mobile-based remote access account validation, using 2-factor authentication with one-time passwords (2FA OTP) for accessing the company's VPN and OWA (Outlook Web App), Exchange, SharePoint, Dynamics, Remote Desktop Web Access and custom applications.

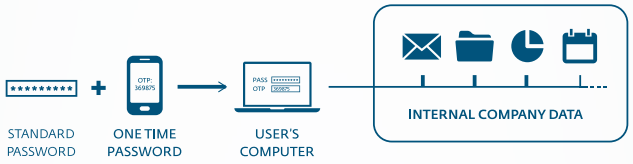
The product installs as a mobile app on virtually any mobile phone to generate one-time passwords for validated access. On the server side, it seamlessly integrates with Active Directory allowing for easy administration and configuration from a familiar environment. The SDK offers superior flexibility and extended integration options.

THE SUCCESS

Following implementation of ESET Secure Authentication, Allus was able to mitigate risks associated with unauthorized network access and it enjoyed the benefits of keeping data secure while protecting identities with unique passwords for each login session.

User acceptance was high due to the token-less, easy to use mobile platform.

Providing a very favourable cost-to-benefit ratio, ESET Secure Authentication didn't require Allus Global BPO Centre to purchase any additional hardware – it's running on servers that were already in place.



BENEFITS

- **Low acquisition & maintenance costs** –requires no hardware tokens and works with the existing company infrastructure (mobile telephones)
- **Improved remote authentication** – additional layer of security which mitigates the risk of passwords being hacked or compromised
- **PCI DSS Compliance** – meets the requirements for the PCI DSS certification
- **Easy to use** – requires no Internet connection and comes with an intuitive interface both for administrators and users
- **Seamless integration** – integrates with Active Directory, supports majority of VPN appliances, and comes with an SDK to extend integration flexibilty

About ESET: ESET is a Slovakia-based IT security company founded in 1992 and headquartered in Bratislava. The company has global presence with regional distribution centers in San Diego (U.S.), Buenos Aires (Argentina), and Singapore, ESET has offices in Sao Paulo (Brazil) and Prague (Czech Republic).
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