



Furley Page Case Study:
Secure access to confidential information for mobile workers.



Furley Page has been an established part of Canterbury's commercial infrastructure for 280 years. The firm's origins can be traced to one James Hanson, attorney-at-law, and 'man of affairs', who practised alone in Burgate, Canterbury around 1725.

Throughout the '50s and '60s the firm's influence was extended into the coastal towns by several mergers and acquisitions. Today Furley Page is one of the leading law firms in the South East of England. Their 22 partners lead teams across twelve areas of practice.

Over 120 staff support the operation which spreads through a delightful range of old buildings in the heart of Canterbury and additional offices in Whitstable.

The challenge of a changing environment

The IT team of works hard to implement and maintain leading edge applications to support the running of a busy, legal practice: practice management, case systems, digital dictation, voice recognition. An IPSec VPN was installed, but the time consuming nature of setting up and maintaining client software meant that its use was severely restricted.

The demand for mobile access increased. Partners working long hours didn't want to be tied to being in the office just so they could work late. Others, with a long commute, wanted to avoid having to come into the office before going out for meetings. There was also a requirement for flexibility to enable other employees to be able to work from home.

A web based solution using an SSL VPN seemed the obvious approach but, given the sensitivity of client data, two-factor authentication was required to ensure a level of security the Partners could trust.

“ The goal was to have a secure SSL VPN but without making it overly complicated for the mobile workers. I wanted something they could just use.

Simon Kimble,
IT Manager. Furley Page



The Solution

“We needed something we could trust but that wasn’t overly complex” said Simon Kimble, IT Manager. Simon also had concerns about some of the systems within the two-factor authentication market which were based around devices and gadgets, digital certificates, one-time-password generators etc.

“They all seemed to bring some level of administration, management and complication which we didn’t have the resources to support.”

Then their IT partner, Access IT, encouraged them to look at identrica and, at first, it all seemed too simple to be true!

They put identrica to the test by running a one month trial which went extremely smoothly. Following the successful pilot, Furley Page decided not to trial anything else and rolled it out to the rest of the firm.

Challenges:

- No compromise on security of client sensitive client data
- Ease of use
- No increased workload for IT resources

Solution:

- identrica two-factor authentication managed service
- Utilising users’ mobile phones
- Simple trial period then roll out

Key Benefits:

- Flexibility for partners in how/where they worked
- Ease of use ensured user acceptance
- IT resources not distracted from running business critical applications
- Budgetable annual user cost
- Easy to roll out to other employees as appropriate.

Infrastructure:

- AEP/Netilla SSL/VPN, registering users with identrica

Why identrica?

Why did they choose identrica? “It is very, very easy to use” says Kimble, “Most importantly it’s easy for the users but we were also keen on the fact that, as an IT team, we would have virtually no back end or client side maintenance or administrative overload.”



This is technology I like and trust and I don’t have to worry about . It just ticks away in the background, I call it ‘install and forget’ technology.

Simon Kimble, IT Manager, Furley Page



Furley Page also liked identrica’s managed service from the budget point of view. The simple, affordable annual user fee was an attractive element of the proposition.

The Future?

As Furley Page continues to grow, adding more remote or mobile workers, the identrica system is already in place to ensure their secure access by the simple and instant registration of the new users’ phone numbers.

Looking further out, having a high level, secure two-factor authentication system in place allows Furley Page to think about wider opportunities such as extranets for their clients or collaborative working with other organisations.



simple, secure, affordable authentication

Identrica Ltd., Cipher House, Silver End, Olney, Bucks, MK46 4AL
T: +44 (0)1234 714138 F: +44 (0)870 0529238 E: info@identrica.com