



Confidence in a connected world.  Symantec.

#### CUSTOMER SUCCESS

## ComplianceAssist

### Protecting Business Interactions More Cost-Effectively

Protect client interactions data and reduce costs. Those were the two key criteria the small British consultancy ComplianceAssist needed to weigh up as it developed a new outsourced compliance service. Inadequate security and no-one would use the service; too expensive and ComplianceAssist would have had to take resources from elsewhere to finance it. An integrated Symantec™ Web security solution comprehensively met both criteria, delivering cloud-based strong authentication some \$6,000 less expensively than an on-premise two-factor authentication solution—a compelling saving for a small company like ComplianceAssist. Most importantly, the Symantec solution is an extra security barrier. Add ease of use and ComplianceAssist has a vital differentiator that is drawing more and more clients to use the outsourced compliance service.

#### Hunting down best-in-class strong authentication technology

As the bearer of a Diploma in Financial Crime Prevention, and membership of both the Institute of Money Laundering Prevention Offices and the International Compliance Association, Darren Hickman could give just about anyone a master class in compliance management. So when his company ComplianceAssist was looking for a Web security technology to support a new outsourced compliance service, Hickman drew on all his knowledge and experience to hunt down best-in-class authentication technology. His first port of call was Symantec.

“We are a small, dynamic company and we wanted the very best authentication solution on the market,” Hickman explains. “However, we don’t have a limitless budget and needed to balance strong authentication with low total cost of ownership. I know from my own experience that the Symantec brand stands head and shoulders over other names in the security market, while the quality of the Symantec Validation and ID Protection Service, coupled with the low-cost cloud deployment model, were compelling reasons to choose the solution.”

#### ORGANIZATION PROFILE

**Website:** [complianceassist.co.uk](http://complianceassist.co.uk)

**Industry:** Business Services

**Headquarters:** Brighton, U.K.

#### SYMANTEC SOLUTIONS

Web Security

#### Why Symantec?

- Reputation for best-in-class Web security
- Low TCO of cloud authentication solution
- Communicates authority and confidence to ComplianceAssist client base

Two integrated Symantec Web security solutions are used by ComplianceAssist: the Symantec Validation and ID Protection (VIP) Service and Symantec Secure Sockets Layer (SSL) Certificates. The VIP Service combines with a traditional username and password to protect ComplianceAssist clients' data against unauthorized access. The Symantec SSL Certificates meanwhile are proudly displayed on the ComplianceAssist website and secure portal, giving clients the confidence of knowing that the site is safe to browse and use.

### Meeting clients' regulatory demands more cost effectively

The service that Hickman and his team have developed—underpinned by the Symantec technology—is an outsourced compliance service for small and medium size businesses (SMBs). It blends the expertise of the ComplianceAssist analysts with an Internet-based solution to help clients meet their increasing regulatory demands in a consolidated and cost effective way.

For example, an independent financial advisor (IFA) may be juggling 15 clients and needs to receive proof of identity from each of them in support of new financial policies each client is taking out. Typically, this could take two hours per client to manage (including travel time)—a total of 30 hours or four days for one resource to complete. Using the ComplianceAssist service, the IFA simply inserts each client's details onto the secure ComplianceAssist portal and the team there completes all the compliance checks on the IFA's behalf—at a fraction of the cost, time (and possibly accuracy) of the IFA doing it in-house.

"This new outsourced compliance service holds very sensitive client data, such as passport or driving license information, or copies of utility bills. If we were asking clients to put information like this onto the Internet, we needed a system that was significantly more secure than a simple username and password system. Symantec gives us strong authentication without requiring hardware or software credentials.

## SOLUTIONS AT A GLANCE

### Key Challenges

- Effectively manage clients' sensitive data through Web portal
- Deliver two-factor authentication at extremely low cost
- Provide mobile access to two-factor authentication

### Symantec Product

- Symantec Validation and ID Protection Service, with the following Agent:
  - VIP Access for Mobile
- Symantec Secure Sockets Layer (SSL) Certificates

### Technology Environment

- Hardware: Dell servers running VMware ESXi
- Servers: 2 hosts running 4 virtual
- Operating Systems: Linux CentOS
- Applications: Inhouse client web portal

## BUSINESS VALUE AND TECHNICAL BENEFITS

- Introduced strong authentication without requiring hardware or software credentials
- Required no hardware or software—service launched in 4 days
- Saved \$6,000 compared with on-premise two-factor authentication—vital saving for an SME
- Gave clients confidence of knowing site is safe to browse and use
- Met clients' regulatory demands more cost effectively
- Enabled clients to access secure service from their smartphones, using mobile phone OTP credentials

Clients can even access the service from their smartphones wherever they are. ComplianceAssist offers them a wide choice of hardware and software one-time password (OTP) credentials, including free mobile phone credentials. "If a client has the credential on their smart phone, they can quickly put a request through, using the phone's browser," says Hickman.

**"I know from my own experience that the Symantec brand stands head and shoulders over other names in the security market."**

**Darren Hickman**  
Darren Hickman  
ComplianceAssist

## Saved \$6,000 compared with on-premise two-factor authentication

Low total cost of ownership (TCO) was one of the defining factors in choosing the cloud-based Symantec solution. Hickman evaluated an on-premise two-factor authentication from one other vendor. However, because there was no need for hardware or software, the Symantec solution was more than \$6,000 cheaper than the competing solution. For a small company like ComplianceAssist, that represents a significant saving, and money that can be channeled into other client-facing programs.

“The pay-as-you-go model is ideal for ComplianceAssist,” says Hickman. “The initial set-up costs are very low, we can budget for how much the service will cost every month, and we can scale the service as more clients come on board.” He is also very proud of how quickly the service went live: just four days between deciding to go ahead with Symantec and users being productive on the system.

Money saved is one thing, but ultimately it is the security of the solution that matters most. ComplianceAssist already has its data stored in a penetration tested, ex-nuclear bunker, data center. All client data is encrypted too. According to Hickman, “The Symantec solution is an extra security barrier. It gives our clients the confidence to use the outsourced compliance service; and we can confidently market the service knowing we are delivering an extra factor of authentication.”

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