Amdocs - Strong Authentication

The Challenge

Amdoc's employees were accessing remotely the organization's systems and restricted resources through the use of a username and a password, which constituted a large threat to the IT Security infrastructure of the organization. The challenge was to improve the IT Security of the organization and to advance to a strong access control authentication tool - a two factor authentication: something you have (token, smart card) and something you know (password).

Background

Amdocs provides billing, customer experience systems and services for over 30 years. The global company uniquely combines a market-leading BSS, OSS and network control and optimization product portfolio with professional services and managed services operations.

The Solution

Implementing the RSA One Time Password (OTP) SecurID system, for approximately 21,000 global Amdocs employees engaged in Amdocs companies in the United States, United Kingdom and Israel. The system enables remote access to the companies' servers through the use of a unique PIN code that changes every 60 seconds – which adds an additional safe level to the regular access means. The identification is based on a two-factor authentication and in such way provides a more trustworthy level of identity authentication than using a user and password identification method solely. By implementing the RSA SecureID solution in Amdocs, a positive and strong authentication of the organization's users was achieved, with a more controlled remote access to a wide range of critical organizational systems, through:

 Hardware solution – A physical token providing a constant changing PIN code (every 60 seconds) A 'soft' token – A smartphone application providing the changing PIN code (every 60 seconds)

 An SMS token – A PIN code is being sent to the mobile phone/tablet as a text message, with no other installations required

The Results

 An enhanced IT Security and controlled remote access to the organization's systems

 An additional means for protecting the organizations' resources

 Strong user authentication

 Simple and intuitive to use

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