



# AuthAnvil

Strong Authentication  
Server for Windows

Customer Solution Case Study



**Company:** Bulletproof InfoTech  
**Web Site:** [www.BulletproofIT.ca](http://www.BulletproofIT.ca)  
**Customer Size:** 20 employees  
**Country or Region:** Canada  
**Industry:** Managed Services Provider

#### Company Profile

Bulletproof InfoTech offers worry-free, hassle-free, flat rate, managed computer and network services that are fully guaranteed to small business clients throughout Calgary, Red Deer and outlying communities in Southern and Central Alberta. Headquartered in Red Deer, Alberta with an office in Calgary, Bulletproof employs 20 full-time staff and services many customers across the province of Alberta.

#### Software and Services

- Windows Server 2003 R2
- AuthAnvil Strong Authentication Server
- AuthAnvil RADIUS Server
- AuthAnvil Windows Logon Agent
- AuthAnvil Web Logon Agent
- AuthAnvil Hardware Tokens
- SonicWALL SSL-VPN 200 appliance
- Kaseya

For more information about other AuthAnvil customer successes, please visit: [www.athanvil.com/casestudies](http://www.athanvil.com/casestudies)

## Managed Service Provider protects their clients, even from their own staff.

“As a managed services provider, we are responsible for managing all network systems, including security for our clients. AuthAnvil has helped us to secure the environment and guarantee that only approved staff members are accessing our client’s networks remotely. This has simplified our ability to track what people are doing and understand better when remote changes are being made.”

Jeff Anderson, President, Bulletproof InfoTech

*Bulletproof InfoTech – With offices in Red Deer and Calgary, supports over 80 small businesses through centralized managed services. To protect their client’s interests while reducing their associated liability when staff access client systems, the company upgraded to use AuthAnvil’s strong authentication and identity assurance solutions. This gave managers and clients the confidence they needed to ensure they knew that only authorized personnel are able to gain access to these systems.*

#### Business Situation

During the economic boom in Alberta, many IT Professionals have been on the move. Although Bulletproof is not directly affected by high staff turnover they sensed this concern within the business communities in the areas that they serve. Bulletproof needed a way to secure their clients and calm the community’s concerns that they have had with other IT service providers. Bulletproof required an easy method to control access to all of their client networks and wished to offer those same clients a solution that gave them

assurance that they were protected against their own possible staff turnover that could expose their business to unnecessary risk.

#### Technical Situation

With so many domain administrator passwords needed across all their client networks, having to change them if a member of the technical team left the company would become a pain. And many of their clients that came to Bulletproof identified this as a concern with their previous provider. “Clients are concerned about the revolving

door of technicians at other IT service providers and we wanted to ensure that Bulletproof would ease this concern” states VP, Business Development Stuart Crawford. Management at Bulletproof InfoTech has estimated that for each employee that leaves their company it takes approximately 40 hours of un-billable additional labour costs just to change, audit and validate the admin passwords, access service accounts and other privileged network logons across all local and remote systems.

### Solution

After reviewing the costs associated with the reactive nature of their previous password changing policies, Bulletproof InfoTech noticed they could realize an ROI on their investment in strong authentication when their next employee leaves the organization. AuthAnvil now runs on all of their internal IT systems and their client’s critical servers, as well as edge networking devices, ensuring all entry points accessible by staff are enforcing strong authentication and identity assurance. With a central administrative server, Bulletproof InfoTech can easily maintain access and verify through their audit logs when they need to check into access control to their client’s networks.

AuthAnvil provides an easy to manage, centralized secure authentication service that Bulletproof InfoTech’s clients do appreciate, giving them increased confidence in knowing that their business information is secured, and their integrity in place whenever someone from Bulletproof InfoTech moves on.

AuthAnvil is now in play throughout their entire organization. Combined with SonicWALL’s SSL VPN Solution, AuthAnvil protects all web access into their organization, and all access to

critical IT automation systems such as their Kaseya infrastructure.

### Benefits

- **Reduced Cost.** HR issues no longer drive un-billable reactive support tickets to change passwords across client networks.
- **Reduce administration time.** 95% less time is now spent identifying who is logging into the network remotely.
- **Gained confidence.** Management at Bulletproof InfoTech and their clients have increased confidence in the authentication mechanisms now used.
- **Simple password management.** IT administrators have been able to decrease the dependence on password policies for remote access, making it easier for users.
- **New sales opportunities.** With AuthAnvil, Bulletproof InfoTech now has the ability to have open dialog with their clients about how they use the product to protect their customer’s systems. Further to this, as clients see AuthAnvil tokens in use by Bulletproof staff when on-site, they sometimes get intrigued and ask to learn more. This has led to new awareness, increased trust, and new sales opportunities that weren’t easily seen before.

### About Scorpion Software

Scorpion Software designs and delivers strong authentication solutions to small businesses that need to provide truly secure access to confidential data over the Internet. We provide identity assurance solutions to reduce the risks

associated with the use of weaker forms of authentication such as passwords and provide a higher level of confidence that only authorized users can access their company’s most important business assets – their proprietary information and systems. More information about Scorpion Software can be found at [www.scorpionsoft.com](http://www.scorpionsoft.com).