



## Armadillo Managed Services delivers risk-free, no downtime RSA Authentication Manager Upgrade

**Challenge:** As one of the world's largest pharmaceutical organisations there was a business requirement to manage and maintain a secure network servicing over 120,000 remote users, who collectively generate over a billion wireless minutes across the globe.

RSA Authentication Manager has been deployed and used extensively throughout the company for almost a decade. It has proven itself to be a very reliable strong authentication platform for their remote workforce, whilst still allowing ease of access, management of the network and providing a first class service to the users.

### Requirement:

The requirement was to manage a risk free upgrade providing enhanced 2-factor authentication for Microsoft cloud services using RSA Authentication Manager version 7 - replacing the existing single factor Active Directory integrated authentication method without loss of service or data outage for the end users.

**“Opting for preferred partner Armadillo Managed Services was a natural choice.”**

The Director of Identity & Access Management said “We were using Microsoft in the cloud and wanted to apply strong authentication to it, Armadillo Managed Services were an obvious partner

to work with to enable this need. During the 10 years that they have supported our organisation, their knowledge and expertise has been proven on various projects involving RSA Authentication Manager including a complex upgrade to the organisation's RSA infrastructure.”

“This was a fast paced project, which required expert knowledge from the Armadillo Team. We worked directly with the IT team and were able to provide a service which supported their existing technical staff”

Mark News  
CEO of Armadillo Managed Services

He continues, "Reputation matters, and their history with us in supporting the move from RSA version 6 to version 7, which was a complicated upgrade proved that Armadillo Managed Services are a partner who are able to manage the transition seamlessly. The Armadillo team understand the critical nature of these projects, and that the effect of losing the ability to connect remotely into our main communications environment was unthinkable."

Armadillo's work around 2-factor authentication supports billions of wireless minutes a year, and email in the Microsoft cloud required supporting 50,000 users with strong authentication in addition to the existing 80,000 remote access user base.

Initially, the business had requested 15 months to implement the authentication solution, which was reduced to 12 months and eventually 6 months. "Whilst there was every confidence that Armadillo Managed Services could deliver on this project, the tight timescales severely reduced the contingency planning which could have been required for this project. The bottom line was it had to work. Armadillo ensured that the upgrade was on schedule and completed on time, without impact to our network or users" said the Director.

**"The most impressive aspect of the work was the speed and flexibility of Armadillo Managed Services."**

The Director continues "Armadillo Managed Services are in a unique position to provide a holistic view of our network requirements, combined with their broad and deep knowledge they are able to bring a better perspective on implementation of projects than just the single view of a vendor.

Armadillo Managed Services were able to look at our network as a whole and ensure the upgrade took affect across all areas within the business without impacting usability. This is part of the significant value add in working with Armadillo Managed Services."

**Result:**

The upgraded network provides a 2-factor authentication solution that is used by all employees globally within the organisation; local or remote, supporting company owned devices including: desktops, laptops, iPads and smart phones all of which use the RSA soft token on a 24x7 basis. The Director added "This would also be a major component if we extended support for BYOD."

**Summary:**

Armadillo Managed Services were initially chosen because they are an RSA value added reseller, but with a disaster recovery and failover process, where the environment is split between trans-Atlantic data centres, Armadillo Managed Services' experience in managing the larger integration issues become paramount.

The daily communication from Armadillo Managed Services ensures continuity of support and monthly scheduled on-site support make certain that issues are dealt with quickly and succinctly.

Referring to the Armadillo Managed Services relationship, the Director said "We do feel, genuinely, that they are an extension of our team and, with their continuity of technical staff, they provide a seamless level of support. We feel as confident using Armadillo Managed Services for work as we would do using internal staff."

In summary he said, "We are preparing another upgrade, upgrading RSA from Version 7 to version 8 later in the year and we have requested the services of Armadillo again. This is an endorsement of the quality of the service they provide."

Armadillo Managed Services Define Cyber Security by continually researching new ground breaking technologies that significantly reduce your attack surface. They focus on the human factors that build or compromise your security from outside or within, with the ability to take a forensic and socially engineered approach to securing current and future data.



Armadillo Managed Services  
8 The Square, Stockley Park  
Uxbridge, Middlesex UB11 1FW

Tel: +44 (0)208 0888 222  
Support: +44 (0)20 3178 3000

email: [info@armadilloms.com](mailto:info@armadilloms.com)  
support: [support@armadilloms.com](mailto:support@armadilloms.com)

