



Longaberger Company Replaces Current Two-Factor Solution with Quest Defender

The Longaberger Company is America's premier maker of handcrafted baskets. It also offers other home and lifestyle products, including pottery, wrought iron, fabric accessories, and specialty foods. The Ohio-based company was founded 30 years ago by Dave Longaberger and still reflects its early roots and its family tradition of handmade artisanship. Approximately 45,000 independent home consultants across the U.S. sell Longaberger products directly to customers.

Looking to reduce costs with its two-factor authentication solution, Longaberger turned to Quest Software for a full-featured, affordable alternative.

The Challenge

Providing employees with remote access to its network is a priority for Longaberger. To achieve secure remote access, the company implemented two-factor authentication: combining "something you have" (such as a token) with "something you know" (usually a username and password). Two-factor authentication proved to be very valuable, but its current solution was expensive. Moreover, the solution required a separate administrator to handle its tokens and a separate server for authentication, adding cost and complexity. Longaberger began to search for a more flexible, affordable solution. "RSA SecurID® was doing what we needed it to do, but it was very expensive. I began looking into alternatives that might be able to lower my costs, but I also wanted some added functionality," explained Jeff Baxter, Longaberger's IT Director.

The Quest Solution

Longaberger carefully researched a number of two-factor authentication solutions on the market. The company was most impressed with Quest Defender: it was easy to use and affordable. Longaberger also found Quest's staff to be exceptionally helpful and quick to respond. "Quest got me a token two days after I talked to them about testing Defender," explained Baxter. "The process went smoothly, so that really helped the decision making."

Quest Defender delivers the quickest and most affordable path to security and regulatory compliance by enabling token-based, Active Directory-centric, two-factor authentication to any system, application, or resource. Specifically, Defender verifies authentication requests and enforces authentication policies across enterprise networks based on the identities, roles, and rules already present in Active Directory. Its vendor-neutral infrastructure scales to accommodate the world's largest networks while protecting enterprise-wide virtual private networks (VPN), remote access, and e-business applications. Moreover, Defender users can migrate easily to Defender from other authentication solutions with absolutely no impact on the user experience, and Defender's user self-registration minimizes administrative work related to the transition.

Longaberger determined that Defender fit the bill for two-factor authentication. "The added functionality that integrating with AD provided, coupled with the cost savings enabled us to get a technically superior solution at a lower cost of ownership," explained Baxter.

"With RSA SecurID®, our previous solution, we had to have a separate administrator manage the system. Since Defender integrated so nicely with Active Directory our AD administrators now support two-factor authentication as part of the responsibilities. The added functionality that integrating with AD provided, coupled with the cost savings of Defender enabled us to get a technically superior solution at a lower cost of ownership."

- Jeff Baxter
IT Director
The Longaberger Company

Overview

Headquarters

Newark, Ohio

Services

Handcrafted baskets

Critical Needs

- Secure remote access for all employees
- Cost reduction without sacrificing security

Solution

Quest Defender

Results

- Provides affordable two-factor authentication for all employees
- Reduces costs by eliminating the need for a separate solution administrator and a separate server for authentication
- Migrates users with zero impact from the legacy RSA SecurID solution
- Improves employee productivity by enabling the company to grant temporary tokens to users who forget their tokens

The Bottom Line

Longaberger found Defender easy to install; in fact, the product was up and running in just one day. And Defender's ZeroIMPACT migration strategy made the transition from RSA SecurID simple and straightforward, without inconvenience to users. Philip Jackson, Systems Engineer at Longaberger, described the seamless nature of the implementation, "When users would try to connect in, they would communicate with Defender first. If we hadn't enabled them with a Defender token yet, Defender would proxy them over to the old system until we got them converted. "We didn't have to worry about having two web sites or two ways of logging in."

Defender's user self-registration feature also proved valuable in the transition. The process went very smoothly, with minor impact on users and no administrative burden for IT staff. "Once users got their Defender tokens, they just went to the self-registration web site, then configured and activated the tokens," explained Philip.

Longaberger was also pleased with Defender's Helpdesk feature: "If users forget their tokens, you can actually give them a temporary token for a pre-determined amount of time or have it expire immediately after they log in," said Jackson.

Defender's integration with Active Directory simplified Longaberger's remote access processes, saving the company both time and money. "Our administration group handles all of the user accounts in Active Directory as well as Novell's NDS, which are integrated with each other," explained Jackson. "But we had to have a separate administrator that handled all of the previous solution's tokens. Now, with Defender, our basic user account administrators can handle everything since it's integrated into Active Directory." In addition, Longaberger no longer has to maintain a separate server for authentication.

Longaberger found Quest Support Services as helpful during implementation as they were during the trial period. "Our sales rep was very easy to work with," reported Baxter. "Any time we had issues, he was able to get us in touch with the right technical people."

About the Longaberger Company

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About Quest Software, Inc.

Quest Software, Inc., a leading enterprise systems management vendor, delivers innovative products that help organizations get more performance and productivity from their applications, databases, Windows infrastructure and virtual environments. Through a deep expertise in IT operations and a continued focus on what works best, Quest helps more than 90,000 customers worldwide meet higher expectations for enterprise IT. Quest provides customers with client management as well as server and desktop virtualization solutions through its subsidiaries, ScriptLogic and Vizioncore. Quest Software can be found in offices around the globe and at www.quest.com.

"Installation of Defender was easy and quick. We had it up and running in a day. And Defender's proxy feature allowed us to smoothly transition users from our old solution without having to set up a separate website or forcing users to use two different methods of logging in. We really liked that."

- Philip Jackson
Systems Engineer
The Longaberger Company