CENSORNET

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Lyndon Firman Infrastructure Manager, MSC

Mediterranean Shipping Company is a world leader in global container shipping. With an established fleet of 480 container vessels and a carrying capacity of 2.6 million TEU, the company's global sailing schedules reach over 200 routes, calling at 315 ports, delivering a door-to-door cargo service to almost anywhere in the world.

Given the global nature of its business, many of MSC (UK)'s employees require access to company systems wherever they are in the world. But to do this safely, without compromising the company's data security, is a key priority for MSC.

Using authentication to secure international shipping

As one of the world's largest container shipping companies, many of MSC (UK)'s employees require the ability to work anywhere in the world. Giving them access to the company's applications and systems was vital in order to enhance their productivity. MSC was also changing its remote working environment. As Lyndon Firman, Infrastructure Manager explains, "At MSC, we had outgrown our VPN solution quite some time ago and we wanted to move to Citrix and provide a much better, more flexible and more intuitive operating system for remote workers in particular. But securing access to that was vital."

With security threats on the rise, two in three network breaches involve lost or stolen passwords. Keenly aware of this, Lyndon and his team wanted to change the domain authentication they were using – a penetration test had highlighted that the highest level of security should be maintained for the business.

msc

Customer

Mediterranean Shipping Company is a world leader in global container shipping.

Industry

Marine Transportation

Challenge

To secure access for employees requiring off-site use of Citrix published applications wherever they are in the world.

Systems protected

Citrix NetScaler

Solution

CensorNet Multi-Factor Authentication (MFA)

A sea change in authentication

Lyndon's focus was on finding a simple authentication solution, which was flexible and straightforward for its people to use, but would still meet MSC's stringent security standards in preventing hackers breaching its networks.

The team researched lots of different solutions on the market and extensively tested three of those. CensorNet Multi-Factor Authentication (MFA) was the only solution that met MSC's criteria and one month of testing proved that it was the best fit for the company's requirements.

The company liked how the solution uses a number of variables, such as geographical location, time of day and IP address to validate users. It then sends passcodes to users' mobile phones, a piece of equipment they would rarely be without.

MSC was also pleased that the implementation went very smoothly. Following the trial, which used a small number of users and ran alongside the existing solution, MSC migrated all 500 of its remote users in phases. As Lyndon explains, "The assistance from CensorNet during the evaluation and implementation was faultless and enabled us to get up and running with minimum disruption."

Business benefits realised

As a shipping company operating in multiple locations around the world, the ease of use of an authentication solution that would not impede the productivity of those that require off-site access to company systems was imperative. The simplicity of the CensorNet MFA solution has really resonated with the IT team. Lyndon says, "The fact that the solution is token-free really works for us – it means that the solution is much more cost effective and makes it easier for our team to manage and maintain."

And MSC's employees have taken up the solution and find it easy to use. As Lyndon says, "Users have accepted the solution without any complaints, which for us, is a really good sign."

Another advantage is that MSC likes the future proof capability of CensorNet MFA, allowing the company to work with cloud-based solutions.

But by far the biggest benefit for MSC in terms of using CensorNet MFA is the increased level of security they now have around their systems and applications. "As a business, MSC has confidence in the security of our network. And as the Infrastructure Manager, it's extremely reassuring to know that we have the right level of protection in place," sums up Lyndon.

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