SAS Managed DUO MFA Service

Multi-factor authentication (MFA) is the simplest, most effective way to make sure users really are who they say they are.

Securing the Modern Workforce

Many businesses have staff working from home and on the move, using apps hosted increasingly in the cloud, thus creating increased risk from phishing, credential theft and vulnerability exploitation.

To secure the workforce, businesses need to verify users and establish trust in their devices. While doing that they need to avoid making things complex or painful for users.

Duo Security, part of Cisco, makes security radically simple with a zero-trust solution that establishes trust for every access request, regardless of location. It enforces adaptive controls, and continuously verifies trust. Duo Multi Factor Authentication protects your applications by using a second source of validation to verify user identity before granting access.

SAS designs, deploys and manages your MFA solution, leaving you to focus on adding value back into your business.

Cisco Duo forms part of a market leading suite of security products, all integrated into Cisco's new XDR (eXtended Detection & Response) Platform, SecureX.

Key Benefits

Mitigate risk of unauthorised access to your applications from stolen credentials

Easily meet compliance requirements for user authentication and access controls

Simple and easy for your IT team:

- Your users have a self-service workflow
- The managed service means there's no need to learn a platform, or learn how to deploy and make changes. There's no worry about maintaining physical appliances and no scaling issues. Automatic patch and maintenance updates are also included at no extra cost.

Simple for your users

- The simplest, most effective way to make sure users really are who they say they are; low friction drives better engagement
- Multiple authentication methods to suit differing user types: Phone app, SMS, physical token
- Self-service setup and use

Flexible and future-proofed

- Cloud model makes it easy to scale on demand for additional users and applications
- High availability platform
- Feature updates at no extra cost

Easy to buy

- Avoid large up-front costs – monthly per-user subscription
- No term or volume commitment – pay for what you use on a month by month basis
- Confidence in costs – pay only per users, no extra for additional devices and applications

Key Product features

- Market leading Multi-factor authentication and Single Sign-On (SSO) solution
- Consult, Design and Deploy service delivered by SAS' Technical Consultants
- Free authentication mobile app
- Fully Managed Service accessed by SAS' 24/7 Service Desk
- Automatic application & platform updates, with patch management and maintenance
- Customer Reporting Portal
- Part of Cisco's comprehensive Security suite of products, integrating with SecureX
- Simple monthly subscription model

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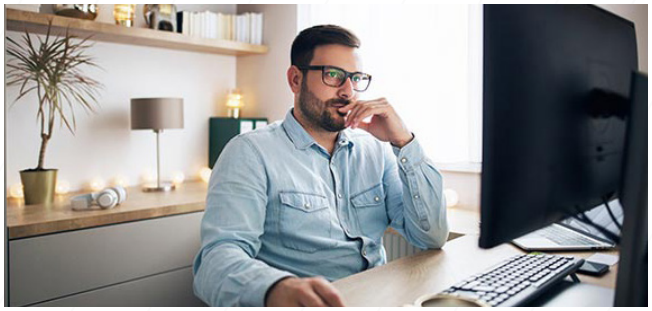
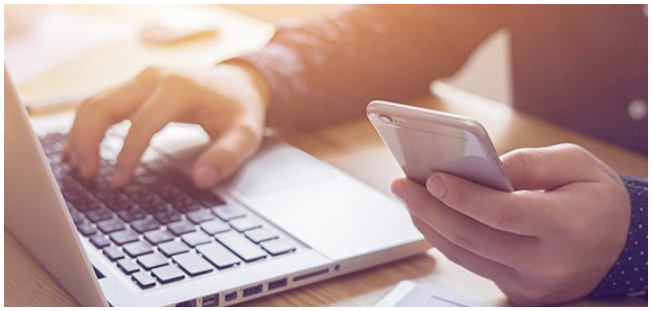


MULTI-FACTOR AUTHENTICATION

Multi-factor authentication protects your applications by using a second source of validation to verify user identity before granting access. Adding MFA to your security stack doesn't have to be disruptive to your users. Duo is fast and easy for users to set up, and with several authentication methods available, users can choose the method that best fits their workflow.

Users without a smartphone may choose to receive an SMS or a phone call to authenticate. Those with a smartphone may choose the Mobile App to receive a soft token or push notification. Users can even use a smartwatch to authenticate. However, the method(s) of allowed authentication can be determined by the customer.

SAS can set up enrolment options that best fit your organizational needs to ensure a successful adoption.



CLOUD BASED SINGLE SIGN-ON (SSO)

Single Sign-On (SSO) allows users to access any and every application, whether it's on-premises or cloud-based, with the same username and password. Access can be further simplified by consolidating all end user facing applications into a single website or launcher. Users login just once and access all their applications without having to login again. By combining this with strong authentication and access policy controls, access attempts are validated and logged, but the friction to users is reduced through streamlined workflows.

SAS Deployment Service

SAS' Technical Consultants will work with you to discuss your options and capture your requirements before agreeing the technical design with you. We can enrol your users into the service or assist you in assisting them enrol.

In our experience customers usually start by protecting applications such a Microsoft 365 or a Remote VPN service before expanding to include other corporate applications and take advantage of the SSO capabilities.

Our Managed Duo service includes:

SAS provides a full in-life managed service from our 24*7 Service Desk as well as access to our Technical Consultants and of course, your assigned Account Manager.

End to end ticket management

The SAS Service Desk are available 24/7 to log any faults or changes

Incident management

Any faults will be assigned to SAS 2nd/3rd line teams during normal office hours, Monday to Friday, 9am to 5.30pm.

Platform maintenance and upgrades

Cisco Duo is a fully cloud hosted providing a high-availability service split across multiple geographic regions, providers and power grids for seamless failover, and the multiple offsite backups of customer data are encrypted.

Duo follows an agile development cycle, releasing updates in hours and days sending automatic updates to your users' devices to ensure they have the latest security patches and features.

Change Management

SAS include Standard Changes* within the service. These changes include;

- Add and remove licences
- Assign and remove users
- Assign tokens to users
- New/change of device (Mobile) needs applying to the user

*Non-Standard Changes include adding additional Applications and may be chargeable depending on their complexity and the time required. All changes are enacted within normal office hours.

Customer Reporting Portal

Customers are given Read-Only access to the Duo portal where they can see a plethora of information such as failed authentications and available or assigned Hardware Tokens.

Commercial

Licences are charged on a user basis, regardless of the number of devices used, authentication method used, or the number of applications covered. Hardware Tokens are available at an additional cost.

SAS invoice on a monthly basis on the number of live licences shown within the Customer Reporting Portal on the last day of the month. No volume or term commitment – just pay for the licences that you need.

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