

Deploy a two-factor authentication solution to reduce costs and simplify authentication



The customer's challenge

SanDisk had been using two-factor authentication from RSA. The costs and difficulty in setting up and using the solution were becoming problematic for SanDisk's employees. A Fortune 500 company and global leader in flash storage, SanDisk wanted to move to an easier-to-use solution for their employees without compromising on security.

SanDisk wanted to adopt a more hands-off solution, one that users could self-service if needed. Aside from reducing help desk calls, the new solution that DataEndure helped install cut costs in half.

How DataEndure helped

DataEndure proposed installing Symantec Validation and Identity Protection Service (VIP). With Symantec VIP, SanDisk would be able to cut costs, reduce help desk calls, speed up the deployment and user on-boarding, and ensure a better user experience all around.

DataEndure has deep expertise across security solutions and demonstrated to SanDisk that Symantec VIP would be simpler to use and would cost less. The solution is also cloud-based, meaning there was no need for on-premise hardware like their old solution required. This meant that SanDisk also saved money regarding maintenance and patching. After a pilot, SanDisk deployed Symantec VIP to 850 users and rolled out the solution to 6,000 users worldwide later that year.

CHALLENGE

Replace an authentication solution that was hard to use and required on-premise hardware.

APPROACH

Deploy Symantec VIP, a cloud-based two-factor authentication solution that would lower costs, reduce help desk calls, and improve user experience.

BENEFITS

- No dedicated on-premise hardware meant no maintenance or patching costs
- Simpler and intuitive solution meant fewer help desk calls
- Fast deployment to 850 users due to the solution being cloud-based

How did the customer benefit?

After seeing Symantec VIP in a pilot, SanDisk deployed the solution to 850 users and immediately saw results. Brad Jones, the Director of Global Network and Security at SanDisk at the time, said, "In previous acquisitions, it was a major endeavor to get users set up with RSA tokens. With Symantec VIP, it was hands-off—simple self-service provisioning by users."

SanDisk's switch to Symantec VIP resulted in the company cutting overall costs in half. With their previous solution, users made frequent help desk calls regarding authentication. Those calls were reduced by 80%, leaving IT to focus their time on more important initiatives. SanDisk employees also saw the benefits of Symantec VIP, as the solution was easier to use, resulting in a better user experience.



50% overall cost reduction



80% reduction in help desk calls related to authentication



Fast, 4-hour deployment to integrate an 850-person team

What SanDisk gained with VIP

This figure shows the comparison between SanDisk's original authentication solution and the benefits they received when they switched over to Symantec VIP.

RSA SecurID	Symantec VIP	Customer Benefits
On-premises server hardware with maintenance and patching	Cloud-based. No dedicated on-premises hardware	50% overall cost reduction
Pay for each user, soft token and hard token	Flat rate per user with 5 devices included	See above
Users complained that setup and use were difficult	Simple and intuitive self-service credential provisioning	80% reduction in help desk calls related to authentication
Integrating an acquisition would require an on-premises server	SanDisk's 850-person acquisition of Fusion-io can be integrated with Symantec VIP within 4 hours because VIP is cloud-based	Fast, 4-hour deployment to integrate an 850-person acquisition

How can you experience the same benefits?

If you're interested in what DataEndure can do for you, give us a call at **1-800-969-4268** and see how our relationships with the right vendors and knowledge of cutting-edge technology can help you meet your goals and more.

DataEndure helps companies build digital resilience so that their critical information assets are protected and available to the right people, at the right time. We take a holistic approach in architecting and delivering a data management and protection strategy designed to simplify enterprise environments and accomplish specific customer goals.

