

Mortgage company gains competitive edge with strong protection of customer data

A thriving mortgage company was faced with a dilemma: they had numerous sensitive logon locations, and no reliable way to secure access to them. They solved their problem with the secure authentication and password management features provided by the Sphinx Enterprise software.

The Challenge:

- **Primary logon :**
Mortgage brokers and employees needed to be able to securely logon to the company network from different locations - office, client locations, and home.
- **Secondary logon:**
Secure logon to websites and applications was also key. Due to the nature of the mortgage business, many of the frequently used website and application logons are accessed using the the customer's user name and password, while others contain sensitive customer data.

The Solution

Purchased: Smart cards, Sphinx Enterprise software licenses, laptops with smart card readers

With Sphinx Enterprise, brokers and employees are issued a smart card that provides them with access to the company and customer logon data that each individual requires. Some highlights of their solution:

- **Managed entries**
Administrator uses Sphinx Enterprise's managed entries feature to load sensitive logon information to the Sphinx cardholder accounts as needed. This enables brokers and employees to use their cards to logon to customer logon locations

without even knowing the user name and password.

- **Real-time updates**

Because logon entries are centrally managed, administrator can add or change logon entries, and cardholders are able to work with them immediately.

- **Strong protection**

The mortgage company runs the Sphinx server in a secure space and allows cardholders to access the server from anywhere over the internet. Sphinx' strong cryptographic authentication protects each transaction.

Customer Feedback

"We work with sensitive customer information every day, and we had to find a way to protect access to it. When we found the Sphinx software, we were pretty surprised at how it fit all of the items in our wish list. A high level of security was of course our first priority. And we couldn't be happier with how easy it is to use.

From an administrative perspective, we were able to set up Sphinx to our specifications just using the manuals provided, since everything is laid out in a straight-forward and logical way. We're able to maintain and update our managed logon entries just by clicking on the Managed Entries option.

Our brokers and employees are also thrilled with the solution. They just insert their cards into their laptop card readers, enter their card PIN, and they have secured access to all of the information they need to do their work. Compared to before, when we had to share customer logon data in a written format, the Sphinx solution is infinitely more secure. Sphinx also saves employee time by making a logon transaction simpler and quicker, since employees do not have to look up and type their credentials anymore.

Our customers are really impressed as well by how seriously we take their privacy. This is the kind of business integrity that we strive for in all of our business practices."