IT Departments Face Obstacles to User Mobility for Fear of Data Breaches

Amsterdam – Oct. 27, 2015: Organizations are challenged to meet demands for greater mobility as 92% of IT departments worldwide still restrict users from accessing sensitive corporate data and resources from mobile devices. This is according to a recent global survey of 900 IT decision makers by Gemalto (Euronext NL0000400653 GTO), the world leader in digital security. Despite almost all organizations (98%) having users who require mobile or remote access, 95% of IT departments are facing obstacles to increased user mobility in their organization, the primary being security concerns.

The 2015 Global Authentication and Identity Access Management Index reveals that almost all respondents (94%) are concerned that their organization will be breached or hacked as a result of credential theft or compromise. This is exacerbated by the rise in mobile endpoints within organizations, as most organizations reported to have, on average, two mobile end points per user and managing three sets of credentials per user. Additionally, on average, one out of every five (20%) IT support tickets are resulting from lost or forgotten usernames and passwords.

In an effort to overcome the security challenges around mobility, the majority of IT departments (86%) plan to implement two-factor authentication for access to cloud applications. Currently, 38% of users utilize two-factor authentication, this is expected to rise to over half (51%) of users using it in two years. Over half (57%) already use two-factor authentication to secure external users' access to resources, indicating the varied use of the technology. Almost all (92%) respondents currently have at least one application protected by two-factor authentication, with cloud applications, web portals and VPNs among the top three apps protected.

As IT continues to look to two-factor authentication to deal with the credentials crunch, the vast majority (91%) of respondents are seeking to do this by using cloud-based authentication-as-a-service and managing their organization's two-factor authentication centrally. By having the ability to implement uniform policies that address security threats in a consistent way, two-factor authentication can at the same time streamline access to numerous applications. In addition, cloud efficiencies are a critical factor in being able to deploy two-factor authentication across multiple use cases and implement solutions quickly and efficiently. Indeed, 90% of respondents view cloud delivery as a key consideration in the purchasing process of a strong authentication solution.

"*The pressure is on for IT departments to accommodate demands for greater mobility as employees crave new and flexible approaches to working,*" said François Lasnier, Senior Vice President for Identity Protection at Gemalto. "*Organizations that are not open to this change are very likely to be inhibiting business productivity.*

"*Users are likely to do what it takes to get the job done, with or without permission, so when corporate resources are scattered across different sites, the need for strong authentication and as-a-service delivery will*

serve vital functions in making this happen securely. In doing so, organizations will be better placed to protect the identities of their users, without sacrificing on productivity or data protection."

"*The growing use of cloud applications and mobile devices within organizations, combined with rising threats, and the need to reduce costs, require entirely new considerations for access control. Clearly there is an immediate need for authentication and access management solutions that can help organizations solve these challenges,*" concluded Lasnier.

"Organizations recognize the need to scale security to protect as many on-premises and cloud applications as possible, especially when sourcing a two-factor authentication solution," said Garrett Bekker, Senior Security Analyst at 451 Research. "The survey findings suggest that the choice of two-factor authentication will depend on the solution's ability to provide centralized management, as well as secure access to the widest range of applications."

Some of the additional key findings of the survey include:
Importance of mobility
- Almost all (97%) respondents' organizations recognize it is important to offer mobility to employees in their work practices.
- The number of users utilizing tokens for mobility in respondents' organizations looks likely to increase across the board - on average, 37% of users in respondents' organizations are currently using them for mobility with this figure expected to increase to 46% on average, in two years' time.

The role of cloud in the purchasing decision
- Cloud is also significant factor when it comes to choosing the preferred delivery model of two-factor authentication with 90% agreeing that cloud delivery as a key consideration in the purchasing process of a strong authentication solution.
- When it comes to the final purchasing decision however, over half the organizations reveal that this decision lies with the CIO, with the CSO, CCO, CEO and CFO all likely to be involved in the process as well.
- The total cost of ownership is, according to 20% or respondents, the most significant consideration when deciding which two-factor authentication solution to select

Security threats and compliance
- Almost all (95%) respondents think that it is important that their organization has the ability to produce a single audit trail of access events taking place throughout different resources
- The vast majority (95%) of respondents think that two-factor authentication can help their organization comply with data protection regulations and pass security audits

About the Survey
The research from Gemalto polled 900 IT decision makers in July 2015, across the US (200), UK (100), France (100), Germany (100), Australia (100), Japan (100), Benelux (50), Middle East (50), South Africa (50) and Hong Kong (50). All respondents' organizations across a variety of sectors have at least 250 employees. Interviews were conducted by Vanson Bourne, an independent specialist in market research for the technology sector.

Related Resources:
- 2015 Global Authentication and Identity Access Management Index with regional data
- Infographic
- SafeNet Authentication Service
- Secure Mobility Infographic
- Secure Mobility eBook
- Secure Mobility Microsite

About Gemalto

Gemalto (Euronext NL0000400653 GTO) is the world leader in digital security, with 2014 annual revenues of €2.5 billion and blue-chip customers in over 180 countries.

Gemalto helps people trust one another in an increasingly connected digital world. Billions of people want better lifestyles, smarter living environments, and the freedom to communicate, shop, travel, bank, entertain and work – anytime, everywhere – in ways that are enjoyable and safe. In this fast moving mobile and digital environment, we enable companies and administrations to offer a wide range of trusted and convenient services by securing financial transactions, mobile services, public and private clouds, eHealthcare systems, access to eGovernment services, the Internet and internet-of-things and transport ticketing systems.

Gemalto's unique technology portfolio - from advanced cryptographic software embedded in a variety of familiar objects, to highly robust and scalable back-office platforms for authentication, encryption and digital credential management - is delivered by our world-class service teams. Our 14,000 employees operate out of 99 offices, 34 personalization and data centers, and 24 research and software development centers located in 46 countries.

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