

Multi-Factor Authentication (MFA)

for UtiliCore (WaterCore & GasCore)




Technolog is the leading provider of end to end solutions delivering reliable, repeatable and relevant data to UK Gas and Water Utilities. A key part of this is the operability, availability and security of data on our UtiliCore web portals - WaterCore and GasCore. Technolog has made significant investments in cyber security, with enhanced features such as Multi-Factor Authentication (MFA) for UtiliCore. MFA provides

customers with additional safeguards to protect their data with user-friendly self-enrolment and flexible authentication methods to suit all of their users.



Multi-Factor Authentication is a robust way of independently checking that a person really is who they claim to be when accessing UtiliCore. When a user enters their user name and password to access their WaterCore or GasCore account, they will be prompted for a second form of validation, typically a code sent through SMS or a phone call before access is granted to the site.

Key Features

- Flexibility with two options for MFA - Standard & Premium (powered by )
- Seamless integration into WaterCore and GasCore with no user disruption
- Multiple authentication methods to suit all organisations and users including:
 - SMS One Time Password (OTP)
 - Push Authentication with iOS and Android apps (Premium – )
 - Phone Call-back with customisable prompt (Premium – )
- User-friendly self-enrolment and management
- Easy for both users and administrators
- Additional protection for sensitive user roles such as Pressure Control and User Administration
- Enhanced control, auditing and reporting of user access to UtiliCore sites

Features Chart

UtiliCore Multi Factor Authentication Expansion Packs

Standard
(Technolog MFA)

Premium
(DUO MFA)

USER TRUST

	Standard (Technolog MFA)	Premium (DUO MFA)
User self-enrolment	✓	✓
User self-management	Admin Only	✓
SMS One Time Password (OTP)	✓	✓
Push Authentication with iOS and Android apps		✓
USB Security Keys (U2F and WebAuthn)		✓
Phone call-back		✓
Hardware Tokens		✓

DEVICE TRUST

	Standard (Technolog MFA)	Premium (DUO MFA)
A dashboard of all devices accessing applications		✓

ADAPTIVE AUTHENTICATION & POLICY ENFORCEMENT

	Standard (Technolog MFA)	Premium (DUO MFA)
Assign and enforce security policies globally or per application		✓
Enforce policies based on authorised networks		✓

SECURE APPLICATION ACCESS & SINGLE SIGN-ON (SSO)

	Standard (Technolog MFA)	Premium (DUO MFA)
Unlimited application integrations		✓
SSO for all cloud applications		✓