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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 DUO)
- 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 – DUO)
  - Phone Call-back with customisable prompt (Premium – DUO)
- 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

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	UtiliCore Multi Factor Authentication Expansion Packs	
	Standard (Technolog MFA)	Premium (DUO MFA)
USER TRUST		
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		
A dashboard of all devices accessing applications		✓
ADAPTIVE AUTHENTICATION & POLICY ENFORCEMENT		
Assign and enforce security policies globally or per application		✓
Enforce policies based on authorised networks		✓
SECURE APPLICATION ACCESS & SINGLE SIGN-ON (SSO)		
Unlimited application integrations		✓
SSO for all cloud applications		✓

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DSZ09000 Issue A & DMR n/a