



Multifactor Authentication

Why is Multifactor Authentication so Important?

Credentials being stolen, reused, or even guessed often leads to an intrusion, or turns what could have been a small incident into an enterprise-wide issue. Experience has shown that attackers will find a way to obtain passwords. If only a password is required for access, it's game over. Multifactor Authentication ("MFA") overcomes this challenge in the following ways:

- Stolen or reused passwords does not automatically result in unauthorized access.
- Added protection for authentication on all devices, including BYOB end user computers and mobile.
- Offers added security without impacting end user experience. Ease of use means users are less likely to attempt to sidestep security controls.
- Ease of administration for IT team allows for high return on investment for SMB organizations.

What to expect

- Single point of interaction for licensing, setup, and configuration of MFA technology.
- Licensing bundled with MOXFIVE implementation services.
- Full installation and configuration of MFA application including connections with pre-existing authentication technologies.
- Documentation to aid administrators and end-users.
- Regular status updates detailing accomplishments, next steps, and engagement economics.
- Optional hands-on-keyboard help desk support to augment your team during implementation.

What tactical steps should we expect for MFA Implementation?

The below activities are a high-level roadmap of how a standard MOXFIVE MFA deployment is implemented.



Introduce us to the key stakeholders:

- Engagement owner
- Someone who can speak to existing authentication technologies (typically Active Directory and/or network leads)
- POC for the service(s) which will be enabled with MFA (e.g., VPN, email, applications)
- Help desk lead (as required)



Provide MOXFIVE details around your MFA requirements to provide the right scope of licenses and support.

- Details required will be number of users, the number of and types of applications authentication to which the MFA will be applied, and the type of MFA required (e.g. App, SMS, Adaptive, etc.).
- Determine whether supplemental help desk support will be required to assist with end user setup requests.

The MOXFIVE sales team will acquire the licenses and set up the customer administrator portal for the specified MFA product.

- Payment for the product licenses is required at time of purchase.



Provide MOXFIVE access to your environment to facilitate hands-on-keyboard support.

- MOXFIVE recommends the use a remote management tool so that we can access the network in an isolated manner, including an administrator account to the MFA administrator portal.

Establish a regular meeting cadence with MOXFIVE and agree on status update timing.

Once engaged, MOXFIVE engineers will deliver the following:

- A fully-engineered solution to add MFA to the authentication of applications or systems required.
- End user and administrator documentation to be forwarded to the proper groups prior to MFA being enabled.
- Full or phased rollout of MFA to the required applications or systems, including supplemental help desk support, if required.
- Support for troubleshooting and administrator walkthrough, providing a seamless handoff to your internal IT team.



Once the MFA implementation has been completed successfully the MOXFIVE team will schedule a meeting with the engagement owner for a debrief discussion.

MOXFIVE is a specialized technical advisory firm founded to help minimize the business impact of cyber attacks. Over the last decade, our team of experts has helped thousands of businesses respond to major incidents and saw firsthand that there needed to be a better way for organizations to get the technical expertise they need when they need it most. With deep roots in incident response and corporate IT, MOXFIVE Technical Advisors strive to be the go-to technical resource for our clients - helping organizations of all types solve their most challenging technology-related problems and provide technical expertise at scale.

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