

## **Kensington 2012 Case Study: ColArt Group**

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The ColArt Group is the leading supplier of color and associated art material products across the world, including brushes and surfaces designed for use by artists of all abilities. It enjoys over a one-third share of the world market for artists' color, as well as being a leading supplier of color products to the education and craft markets.

### **Locking IT down**

ColArt employs over 1,460 people in 16 countries, many of whom are based on different sites, work remotely or are field based. Ensuring the highest level of protection for sensitive company data and securing laptops against theft is therefore a high priority for Group IT Director Larry Simons:

*"We have an extremely mobile workforce. As a multi-million dollar business in highly competitive markets it is vital we protect our information and the devices it is stored upon, let alone do all we can to maintain our staff's productivity. While we have implemented software security within our firewall, we needed a first line of defense to protect against theft in the first place."*

IDC research highlights the importance of physical security. 89% of organizations surveyed across the UK, Germany, France and the USA suffered laptop thefts, with 45% of IT managers interviewed stating that 45% of thefts would have been prevented had physical security in the form of a cable lock been deployed. With regulators such as the Information Commissioner's Office (ICO) in the UK levying increasing fines on organizations found to be liable for loss of sensitive customer data, the cost of a stolen laptop is much more than the sum of the hardware, lost employee productivity, reputation and IT administration time.



### **Trusting Kensington - the market leader**

ColArt rigorously assessed all the solutions on the market. Kensington and its ClickSafe lock were the clear winners, providing the highest levels of security combined with ease of use – and ease of management for ColArt’s IT team.

*"While we undertook a full market audit, Kensington was the obvious choice" said Andrew Clark, ColArt’s Head of IT Applications. "With over 25 years experience of solving the security needs organization around the world and more than 100 patents it was clear that Kensington really understood physical security and went that extra mile as a partner to help us achieve the protection we were looking for." Added Andrew.*

With the invention of the Kensington Security Slot in 1991, the company founded the physical computer security category. Kensington’s universal solutions are now trusted to protect much more than laptops but also desktops, flat panels, tablet PCs, projectors, payment terminals, audio equipment and much more.

### **ClickSafe® Combination Locks - Making it simple for the IT Department**

Building on this success, Kensington introduced the ClickSafe lock in 2010. Constructed from the strongest materials it delivers the best security available from a cable laptop lock. Designed to fit the standard Kensington Security Slot it has been developed to be smart. safe. simple.™ – easy for users to lock in a single click. This makes complying with ColArt’s security policy straightforward for employees, whether they are in the office, on the road or on customer sites and in so doing providing additional peace of mind for the IT department and maximizing ROI.

*"Kensington were able to provide clear evidence of the superior strength of the ClickSafe lockhead and cable over other branded locks, but what really impressed us was the ClickSafe ease of use. Kensington have clearly developed ClickSafe with organizations in mind, understanding the role ease of use plays in helping IT departments foster user compliance with their security policies" added Larry.*

Given the large number of ColArt sites across the world, not all of them have an onsite IT resource, with support instead provided remotely from the central Group IT team. Therefore physical security needed to be straightforward for users to implement and manage themselves. Kensington advised ColArt to select combination ClickSafe locks. The ClickSafe single locking motion helps promote good locking behavior and resettable combination locks overcame ColArts concerns of resolving lost key issues, avoiding the need to physically replace lost keys and the associated costs and time.

*Andrew Clark again. "While Kensington explained their free key replacement service, it remains a fact of life that keys get mislaid and with staff constantly on the move managing replacements would be real logistical headache for ColArt. By allowing employees to set their own four digit combination from a choice of 10,000 we are reducing the risk of employee downtime while a new key is delivered to them and helps reduce management costs for ColArt."*

### **Custom Solution - Ease of use, ease of management**

ColArt further reduced its management time is by selecting Kensington's Master coded solution, which simplifies device management without impacting security. This enables administrators to reset any lock even if an employee has set a personal code of their own and forgotten the code or left the company.

With their ClickSafe Master coded Combination Locks ColArt's IT administrators have the ability to open any of the organization's locks. This is made possible by a 2 factor authentication system employing the ClickSafe ComboGenie. The ComboGenie allows a trusted administrator to return combination dials to a position from which they can be reset. The ComboGenie can not be used in isolation and can only be used with a specific administration code.

"What impressed me about Kensington was that they've really thought through the whole of physical security, covering off the needs of users and

administrators. The Master coded system makes it straightforward for IT staff to unlock ClickSafe, but without reducing protection. Not only avoiding problems of unlocking locked equipment but also allowing us to recycle our locks to different users without security or code management concerns.” said Larry Simons.

### **Making administration self-service**

Providing a further level of assurance to ColArt is the Kensington Register & Retrieve® lock administration portal. This is a single, secure, portal for the administration of all ColArt’s locks. Users simply register their devices and the combination they have chosen – meaning that if they do forget their number they can access it quickly without having to contact IT, ensuring there’s a full audit trail and register of all the company’s physical security assets.

*“Kensington’s Register & Retrieve was a godsend to us during our lock deployment program and as it has removed many of the minor support calls that we’d otherwise have to deal with. Users benefit from the self-service functions that make it simple to register their locks, and retrieve their combination code if they forget it, while the Group IT team has the peace of mind of tracking where it’s locks are at the click of a button,” added Andrew.*

### **Conclusion - ColArt’s rollout of ClickSafe began in December 2011.**

*“Our staff has embraced using their ClickSafe locks enthusiastically – they realize the headache that a stolen device brings to their working day and with ClickSafe being so simple it is now second nature to fit it wherever they are. Rolling out physical security has been a real partnership effort and Kensington’s experience and knowledge has helped us make implementation and management straightforward. It gives us a first line of defense that protects ColArt and its staff, no matter how far away they are from our IT helpdesk.”*

*ColArt Group IT Director, Larry Simons.*

# Kensington®



## **ColArt Factfile**

Whilst group headquarters are in the UK, ColArt operates in a truly international marketplace. Whether they are professionals or amateurs, people paint in every country in the world. In fact, the ability of painting to transcend geographic and linguistic barriers has on several occasions been the inspiration for collaborative projects between ColArt and the United Nations. ColArt subsidiaries operate in 16 countries and are supported by a cohesive international network of independent distributors. ColArt brands date back to the 18<sup>th</sup> century and include Lefranc & Bourgeois, Reeves, Winsor & Newton and Snazaroo. Altogether, ColArt products are sold in over 120 countries worldwide.

Website [www.colart.com](http://www.colart.com)