

First Acceptance Selects iSecurity for Security Solutions on the System i

First Acceptance Corporation, a publicly traded company on the NYSE, is a retailer, servicer and underwriter of non-standard personal automobile insurance based in Nashville, Tennessee. The First Acceptance Corporation name was created with the merger of Liberté Investors Inc. and US Auto Holdings, Inc. They currently write non-standard personal automobile insurance in 12 states and are licensed as an insurer in 13 additional states. First Acceptance leases and operates 424 retail locations, staffed by employee-agents.



Roy Chester, Manger of Technology at First Acceptance, went in search of a security solution for their System i in 2003 prior to the company's decision of becoming a publicly traded entity. Roy understood that becoming a publicly traded company would put a demand for better security and more report requirements by the auditors.

In 2003 Roy decided on a software solution, other than iSecurity, which was implemented into production. At that time he was satisfied with his decision and was able to satisfy the initial set of security requirements placed upon his department to implement. However, after the initial licensing of the product Roy felt that his relationship with his current software vendor was non-existent and felt he was not receiving the level of customer service and support he expected. "I would only hear from them prior to my maintenance renewal, and since the product was implemented there have not been any additional functionality added to keep up with the increase of regulation requirements put upon our department", explained Roy.

With greater regulatory and security requirements being placed on First Acceptance and a lack of satisfaction with the current product suite being licensed, First Acceptance looked for an alternative solution from SEA and chose to evaluate the iSecurity Firewall and Audit products "I was amazed by the support I received during my trial of iSecurity. Training was

provided to us during the trial which was a big plus, something you don't find most companies providing. Whenever I had a question I would call SEA support and have a technical person on the phone almost immediately every time which provides a comfort level knowing we have a partner to turn to. With our previous vendor I would have to call the sales representative who would need to find someone from support which would take an unreasonable amount of time", says Roy on the trial phase of the implementation.

Roy goes on to say, "The rollout of iSecurity is a well thought out process, I was able to implement the iSecurity solution using the "FYI" mode which enabled me to monitor specific server entry activity, make the necessary authorization changes and then turn that specific entry on to fully control remote activity without affecting business activity. This gave me a huge level of comfort before turning the switch. I was amazed to the activity that my users were doing on the system and the programs that were running pulling down data. Since that time I was able to deny unauthorized access and activity."

Using iSecurity has made both Roy's and his department's life easier when it comes to compliance requirements. "With available pre-defined reports we are now able to print the required reports daily which we sign off on and produce to our auditors. iSecurity has greatly assisted in getting us through our SOX audit." explained Roy.

First Acceptance Insurance has also added the iSecurity Anti-Virus solution after their initial migration from their previous vendor to SEA and iSecurity. iSecurity Anti-Virus scans the IFS and prevents any infiltration of viruses and malware across the network. Roy mentioned he greatly recommends having an Anti-Virus solution on the System i, especially when users are mapping data across the network.

Roy concludes, "After converting to the iSecurity solution we have a more robust and easy to use product and best of all receive better customer service hands down. I know I can pick up the phone at any time to ask a question and the response is always there for me."