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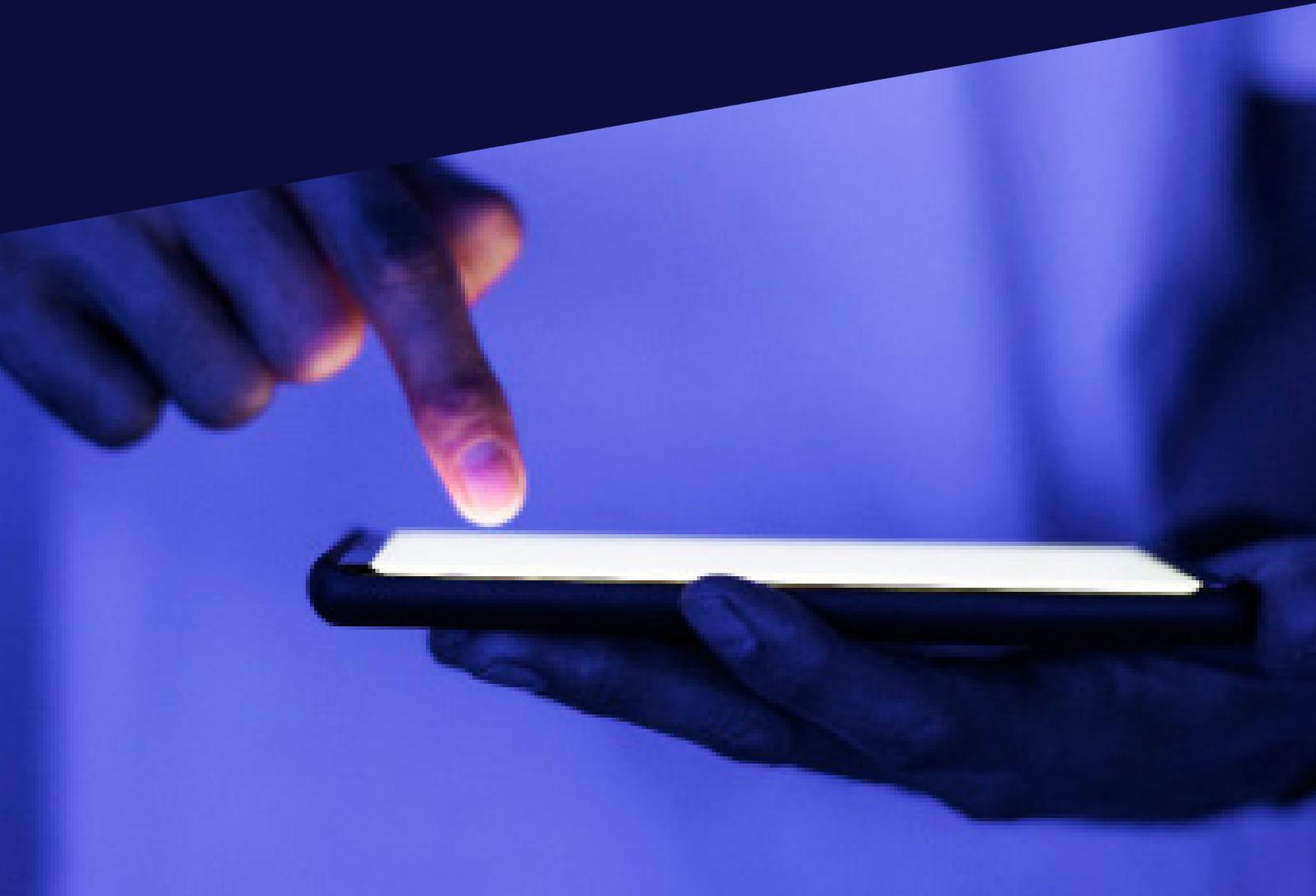
Client Journeys:
Impact in Action

Implementing High-Level
Conditional Access Policies for
Southbourne Rubber

The Story

Southbourne Rubber (SBR) needed to enhance its security posture by implementing high-level Conditional Access (CA) policies. While the company already had a baseline policy, there were outstanding issues that needed to be addressed, including devices and email accounts that could not support multi-factor authentication (MFA), such as phone systems. Additionally, licensing constraints required an evaluation of how to optimise user and shared accounts for cost-effectiveness.

By upgrading the necessary licenses and tailoring Conditional Access policies, we ensured that SBR had a stronger security framework while maintaining flexibility for business operations.

The Problem

While SBR had security policies in place, several gaps needed to be resolved:

- Devices and email accounts that could not use MFA, requiring alternative security solutions
- Licensing limitations, needing a review of shared accounts to reduce unnecessary costs
- Enhancing Conditional Access policies to provide granular security controls without disrupting workflow
- Defining clear exclusions for on-site access, international access, and authentication methods

The challenge was to implement these changes efficiently while ensuring minimal disruption to day-to-day operations.

The Solution

To improve Conditional Access security while maintaining usability, we worked with SBR's internal IT team to:

- Identify and address non-MFA-supported accounts, determining where shared accounts could be used to optimise licensing
- Upgrade required licensing to support the advanced CA policies needed for enhanced security
- Implement refined Conditional Access policies, taking SBR's security posture from a baseline setup to a highly secure model
- Define and configure required exclusions, ensuring that access for on-site users, specific countries, and authentication methods(SMS, Authenticator App) was properly managed
- Deploy the implementation with an agreed time window, ensuring smooth adoption and minimal operational impact

The Outcome

- Enhanced security environment, with stronger Conditional Access policies supporting SBR's growth
- Optimised licensing and shared accounts, reducing unnecessary costs while maintaining compliance
- More granular and effective security controls, reducing risk while allowing essential business functions to operate smoothly
- Successful implementation within the agreed timeframe, ensuring minimal disruption to business operations

Conclusion

By taking a strategic approach to Conditional Access, SBR now operates in a more secure, scalable, and efficient IT environment. The improved policies not only addressed existing security gaps but also future-proofed the organisation's access management as it continues to grow.

Contact us today to find out how we can help your business

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