

## **UK businesses risk significant financial loss with inadequate voice security**

28th July 2008 – Almost half of UK businesses are unaware of what telephony fraud is or take no measures to protect against it, despite 40 per cent acknowledging that their telephony network has faced security threats in the last year. Remarkably, only 17 per cent monitored their voice network constantly, yet 40 per cent of businesses admitted to having suffered financially because of this lack of security.

The independent survey commissioned by Damovo UK, a leading provider of technology and service solutions in the enterprise Information Communication Technology (ICT) arena, revealed that although 61 per cent of respondents in organisations with over 400 employees had incurred losses above £5,000 because of telephony fraud (with 35 per cent incurring losses in excess of £10,000), 46 per cent had not had a telephony audit in the past 18 months.

“The research shows that there is a distinct lack of awareness within corporations of the need to protect the voice network. Hacking is not just an activity limited to data networks and PCs, organised criminal units constantly look for vulnerabilities in voice networks to exploit and profit from. Often once the system is hacked the speed at which costs are incurred is rapid; this can easily happen over a single weekend,” said Nick Dean, Managing Director of Damovo UK.

“In an increasingly competitive environment businesses cannot afford to be complacent. As well as financial losses, security breaches which could undermine intellectual property are very real possibilities if the same attention that is given to the data network is not given to voice” he said.

43 per cent of respondents with over 600 employees said that they had suffered either financial or intellectual property losses as a result of telephony fraud.

“The research shows that at present there is still some way to go before the significance of a vulnerable voice network is appreciated and the full impact of that is recognised. By then significant financial losses may well have been incurred” said Nick Dean.

The research also revealed that:

- Mobile devices are among one of the key concerns for businesses, yet over half of respondents (52 per cent) with more than 400 employees stated that they felt that their voice network was not as secure as their data network.
- 48 per cent of respondents with over 600 employees consider mobile devices to be the biggest security threat to their corporate networks.
- A common practice of telephone fraud, Internet Bridging\*, also seems to go virtually unnoticed - 45 per cent of respondents with over 400 employees do not have any measures in place to protect against it and 38 per cent of the same respondents were unaware of this as a threat at all.
- The majority (76 per cent) of respondents with over 400 employees who suffered toll fraud were affected by staff or contractors who had made unauthorised long distance calls.

-ENDS-

### **About the research**

#### **About Damovo UK**

Part of Damovo Group Ltd, Damovo UK is a leading provider of technology and service solutions in the enterprise Information Communication Technology (ICT) arena.

\* Bridging is where an employee connects to an ISP from an analogue line from the corporate PC thus bypassing the corporate firewall

Damovo has 30 years' experience in delivering and supporting complex communication networks and integrated business applications. The company has long-standing relationships with leading technology vendors in the market, such as Ericsson, Cisco Systems, Microsoft and Mitel. This heritage enables Damovo to provide organisations with the best communications solution for their requirements, through formal needs assessment, design, implementation, support and training.

Damovo has more than 600 UK clients, spanning 5,000 sites across both public and private sectors. These include, AEA Technology, Barclays Capital, British Airport Authority, City of York Council, Electrolux, Bournemouth University, Network Rail, Nuffield Hospitals, Nutricia, St Mary's NHS Trust and Transport for London.

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