

Customer Success Story:

Leading Financial Services Provider Protects Data on over 380,000 Desktops, Achieves Enterprise-Wide Data Security with a Single Solution

Industry

- Financial Services

Customer Profile

- Financial services company, holding more than 200 million customer accounts in over 100 countries

Challenges

- Protecting sensitive data placed on removable media, such as CDs, USB drives, and tapes
- Meeting data security standards and compliance requirements, specifically SEC compliance
- Maintaining control of encryption use within the organization
- Applying data security across multiple operating platforms

PKWARE® Solution

- SecureZIP® for Windows® desktop, i5/OS®, and Windows, Linux®, UNIX® servers

Results

- Protected sensitive data placed on multiple forms of removable media using strong encryption
- Met SEC compliance requirements
- Controlled the use of encryption within the organization via policy manager

Out of respect for our clients' privacy, names have been omitted from customer success stories. Many of our clients are happy to discuss their experience with PKWARE products. If you are interested in learning more information about a particular customer success story, please contact us at <http://www.pkware.com/contact>

Company Background

Our client is a major American financial services company whose products include those within consumer, corporate, and investment banking, as well as global wealth management, investment research, and private equity. The company holds over 200 million customer accounts in more than 100 countries.

Challenges and Requirements

When the company initially contacted PKWARE, they were looking for a solution that would address three major security issues:

- 1) A corporate-wide initiative had been put in place requiring that all data stored on removable media be encrypted. This included CDs and USB drives at the desktop level and cartridge tapes and CDs being used in conjunction with servers.
- 2) A division within the company that advises corporations on mergers and acquisitions, as well as issuing and selling securities, was facing compliance issues with SEC regulations. SEC regulators must have access to information at all times. Frequently, passphrases were being used to secure information; if a passphrase was forgotten, the SEC could not access the data. In addition, unregulated use of encryption meant that information could potentially be sent outside the corporate perimeter without the company's knowledge.
- 3) The company was looking to deploy a single security solution across all desktops within the organization, totaling over 380,000 units.

Competitive Landscape

A current WinZip® user, our client was struggling with the lack of administrative capabilities the product offered for controlling employee encryption functions. The company considered several other IT security vendors, including Tumbleweed®, Patrick Townsend®, and PGP® for server.

The Solution - SecureZIP Enterprise Edition

The company purchased SecureZIP Enterprise Edition for i5/OS and Windows desktop, as well as for Windows, UNIX, and Linux servers. SecureZIP provided a single solution that met all of their requirements. Information placed on all forms of removable media is protected, satisfying a corporate-wide security initiative. Using the policy manager function of SecureZIP allowed IT administrators to centrally configure and control which employees were and were not able to encrypt information.

In addition, because the company uses passphrases to encrypt sensitive data, the contingency key functionality of SecureZIP proved to be an invaluable tool. It ensured that data could be accessed at any time, even if a passphrase was lost or stolen, a critical factor when considering SEC regulations. While using contingency key allowed data to be accessed at any time, the company also wanted to increase the complexity of the passphrases they were using for encryption. SecureZIP offers passphrase hardening, which allowed IT administrators to set regulations on factors that increased passphrase strength, such as length of the passphrase and special character requirements.

Finally, our client was pleased to discover that SecureZIP provided them with one solution that was compatible across all computing platforms. The company was in the process of executing an organization-wide desktop refresh, looking for a single solution that would meet their needs, on over 380,000 desktops. SecureZIP provided a single solution, providing both encryption and compression needs, allowing the company to replace WinZip and others and use one universal product throughout the organization.

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ESS-FS12-042006

United States
648 N. Plankinton Ave., Suite 220
Milwaukee, WI 53203
1.888.4.PKWARE
www.pkware.com

UK/EMEA
Crown House
72 Hammersmith Road
London W14 8TH
United Kingdom
ph: +44 (0) 207 470 2420