



Swiftcover.com protects data with DeviceWall



BUSINESS DRIVER

Maintain client confidentiality.
Protect intellectual property.

INDUSTRY SECTOR

Private insurance.

WHY DEVICEWALL?

Ease of deployment and management,
integration with Active Directory.

BUSINESS BENEFITS

Greater trust with clients, minimize
risk of internal data security breach.

Leading online insurance provider, swiftcover.com, turned to DeviceWall to protect customer data and ensure that portable devices do not compromise the integrity of the network.

Background

Headquartered in Surrey, England, swiftcover.com specializes in car, pet and travel insurance. The company's unique service, based solely on the Internet, enables customers to get updates on their accounts at any time, with immediate access to all documents and online customer service through their own personal 'Swift Space'.

Business challenge

Due to the nature of its industry, swiftcover.com holds extensive amounts of sensitive data belonging to the public. Confidential customer information such as financial and legal records are held within the organization's corporate database. A security breach involving the leak of any such data could leave customers exposed to identity theft and cause irreparable damage to the company. This, coupled with high-profile incidents of data theft in the media, and the need to protect employee information, prompted swiftcover.com to review its IT security strategy.

UK businesses lose as much as £10 billion¹ through security breaches alone in the UK, and swiftcover.com was keen to be protected against such risk – particularly the threat of insider data breaches which, whether deliberate or accidental, were easy to carry out and hard to monitor.

Increasingly, the company recognized that the growing popularity of media devices such as iPods, PDAs and USB drives posed a very real threat to both customer and employee data. They realized that there were three key areas of risk that needed to be addressed. Firstly, data needed to be protected from unauthorized removal from the network. Secondly, they needed to maintain the integrity of the network, by preventing malicious code finding its way onto individual endpoints. Third, any data legitimately copied to a portable device needed to be protected against theft or misuse.

Ideally, swiftcover.com needed a single solution to answer all three requirements. It was also important that the chosen security software be both effective and flexible, so that the company could have confidence that systems were protected without resorting to drastic measures such as a complete ban on USB drives and iPods in the office.

The preferred route was to find a more intelligent solution that allowed the company to control the use of portable devices, to monitor who was using them, and what files were being transferred on and off PCs.



deviceWall[®]
from Centennial Software

"DeviceWall has been incredibly easy to install and run, and implementation took a matter of days to roll out across the company. We now feel confident that our data is safe. It has also allowed us to devote more attention to our clients rather than wasting time managing security with several different programmes."

"It is inevitable that sometimes employees need to transfer data in and out of the office," said Matt Potashnick, IT director at swiftcover.com. "Whether we have a visitor who comes in with a presentation on their USB stick, an employee taking work home or using data for a meeting, it would be an impossible habit to break, so we needed to rethink our attitude towards security. However, with 70 percent of breaches occurring inside the corporate network, we also needed to be able to record and monitor everything that is plugged into company PCs, while continuing to allow the use of portable devices."

Solution

The company set about exploring the options for intelligent device control with the help of Pillar Solutions. Initially, some online research found several suitable products, but following a detailed evaluation, it was DeviceWall from Centennial Software that emerged as the clear winner. Centennial's solution provided by Pillar stood out due to its ability to administer policy and monitor all device connections with a single interface, providing a thorough and efficient answer to the company's security concerns. Flexible features such as ease of implementation and the temporary access tool within DeviceWall (which allows access for one-time users), also helped it stand out from the rest.

DeviceWall enabled swiftcover.com to quickly and easily enforce a new user profile-based device management strategy across the entire company, where access was based on pre-defined Active Directory user groups. This allowed different departments to use only the devices that were specifically relevant to their job function.

Business benefits

Thanks to its Connection Auditor, DeviceWall allowed swiftcover.com to keep track of the different types of removable media that were being connected to the company network. DeviceWall is being used not only to improve security across the entire company, but also to change the working culture. Employees at swiftcover.com report that they now have the peace of mind that comes from knowing that their work is safe from viruses.

With DeviceWall now managing device connections, the majority of employees, particularly new staff, are required to request special permission to be able to connect a removable device. Potashnick and his team estimate that this has dramatically reduced the number of connections and therefore lowered the risk of data loss.

"The system also allows us to keep an eye on trends, monitor all data entering or leaving the system and pick up on any suspicious or unusual behavior, thus significantly lowering the risk of data crime," he added.

"It's great to see organisations such as swiftcover.com benefiting from endpoint security," added Andy Burton, CEO at Centennial Software. "Many companies are protected against external viruses by firewalls, but what they don't realise is that they need to protect themselves from the threat of portable media as well. Just telling your staff not to use these devices, which 43 percent of large businesses rely on as a security measure, just isn't enough."



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