



AURORA

Customer Case Study



Challenge:

- Wanted to protect sensitive law enforcement data
- Needed to secure portable devices to comply with state mandate

Solution:

- Consulted Aurora®

Results:

- Symantec PGP Encryption installed
- Full compliance with Arizona state mandate
- Helpdesk assistance to law enforcement personnel regardless of location

About Aurora®

Aurora provides comprehensive security consulting services for mid-market and enterprise level customers. Our security assessment services are centered on Application Security, Network Security and Endpoint Security. From quick Vulnerability Assessments to deep dive Security Strategy Development, our security professionals include practical recommendations with a holistic approach to information privacy.

Aurora specializes in implementing solutions that cover Web Security, Email Security, Endpoint Security, Application Security and Data Encryption. Solutions are customized to the customers' environment and preferences. We encourage deployment flexibility by providing solutions in the form of software, appliances, virtualized solutions and SaaS.

Symantec PGP Encryption and Aurora Secure Sensitive Data for the Arizona Department of Public Safety

"I applaud your team's efforts and would be happy to recommend Aurora to businesses or government agencies looking to do similar work."

-- Gregg Hayes, Arizona Department of Public Safety

The Arizona Department of Public Safety is a law enforcement agency charged with protecting the state's residents and improving the quality of public safety but who protects their technology from a potential data breach?

That was the challenge faced by Gregg Hayes, the organization's Information Technology Project Manager.

"We have a group of officers that need to connect to a federal database with a VPN and it is a requirement that computers that connect to it have protection, including full disc encryption," Hayes explained. "Also, the state of Arizona has a mandate from our Department of Administration to do the same with all portable devices."

Hayes spoke with the department's Symantec rep, who mentioned Aurora as a valued reseller and partner. "We did look at other companies and other software manufacturers as well, but ultimately we were interested in Symantec, and Aurora came highly recommended."

So Hayes was ready to meet the state's mandate requirements until the funding for the project was delayed. Aurora's Lee Parkinson worked with Symantec on the project requirements, while funding was secured for a pilot group of users. The agency purchased 110 licenses of Symantec PGP and Whole Disk Encryption, but Hayes knew this would just be the first step.

"We knew we needed to put the full infrastructure in place, so that when we progressed beyond the initial group, we wouldn't have to redo anything," Hayes explained. "That's when we made the decision to work with Aurora Professional Services to build that infrastructure, so we could eventually go enterprise wide. Even with all of the delays, Lee has been very patient and a true professional throughout the whole process."

Continued on Next Page...



AURORA

Customer Case Study



Aurora Professional Services Engineer Tony Coronado administered the technology deployment. There were several factors that had to be considered, including the online (via VPN) or offline state of the computers, domain or local authentication of both computers and users, and remote assistance.

"That's one reason they came to Aurora they needed a resource who knew the product well and could address the mobile needs of their police force," Coronado said.

After reviewing various scenarios, Coronado guided the agency through deployment with an eye towards scalability and manageability. Enterprise-grade features such as Active Directory authentication, role-based access and high availability were presented for present and future consideration.

"Tony was excellent and a pleasure to work with," Gregg Hayes reports. "I have worked with many consultants, and I was one myself once upon a time, so I know there is a very broad range of talent and professionalism out there. Tony was at the upper end of that range for sure. He worked well with the engineers so that they learned how to install and configure the product and make it 'their own' rather than installing it himself and just handing it off. He put together very professional documentation. He trained my support group, and, most importantly, he got the solution working the way we need it."

To solve the availability issue, Aurora developed a plan where an infield technician or the Helpdesk could provide assistance wherever an officer and his or her computer were located. Aurora also drafted custom documentation for customers, Helpdesk and administrators to reduce the learning curve and increase the time to resolution for a typical WDE-related trouble ticket.

With the pilot program now in place and operating successfully, the Department of Public Safety is now looking forward to expanding the program, to eventually incorporate its entire mobile fleet of laptops and its desktop computers.

"The great thing is that Tony built us the infrastructure we need so now it's just easy as we get funding to add licenses," Hayes said. "We've got the tools in place so we don't have to start over each time."

"I applaud your team's efforts and would be happy to recommend Aurora to businesses or government agencies looking to do similar work."