



AURORA

Customer Case Study

Challenge:

- Wanted to secure information on laptops in case of loss or theft
- Needed a global whole disk encryption solution
- Wanted work to be completed at an accelerated schedule

Solution:

- Implemented Symantec PGP Encryption
- Contacted Aurora for deployment and consulting services

Results:

- Symantec PGP Whole Disk Encryption deployed
- All configuration, training and testing completed
- All sensitive data on laptops secured
- Consulting engagement successfully completed in 3 days

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.

PGP Protects Laptop Data at TiVo; Aurora Accelerates Turnaround Time on Expert Consultation, Implementation



"The best benefit from using Aurora was leveraging their expertise to quickly and accurately deploy the product."

-- Vinh Nguyen, TiVo

The introduction of TiVo in 1999 was a milestone in the evolution of television, providing consumers with more flexibility in when and how they choose to watch their favorite shows.

Since then, TiVo has evolved from the pioneer of the DVR to its role today as a leading provider of advanced television to the cable industry domestically and abroad. It is also an important source of television audience research and interactive advertising.

As with any other company that collects, processes and transmits sensitive data, the need for security is vital.

"The company was very concerned about maintaining security on their laptops," said Aurora Professional Services Engineer Tony Coronado.

Since TiVo staff used Windows, Mac and Linux, the company needed a solution that could provide the necessary security regardless of platform. "Symantec PGP encryption is one of the few solutions that allow you to manage all 3 platforms from a single key management platform," Coronado said.

Aurora assisted with configuring and implementing policy for PGP Universal Server 3.3 and PGP Desktop 10.3 for use with Whole-Disk Encryption, Netshare, and Desktop Email Encryption.

Continued on Next Page...



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The project focused on the following objectives:

- * Review TiVo's current PGP implementation and upgrade to newest release
- * Build and configure a PGP Universal key management server clustered environment for high-availability and DR
- * Install and test clients on pilot test group for all configured functionality
- * Administration training for server and client
- * Standard and custom documentation

"The challenge was that they were eager to go into production," Coronado explains. "We were able to use their production infrastructure through the process and were there just five days, for a job that otherwise might have taken longer with the number of tasks that were necessary."

The TiVo team were kept abreast of all work through an internal Wiki used to document any applications used by the company. Aurora updated its progress through every stage of the project, and provided breakout sessions for early buy-in.

"This was our first time using Aurora and we were very satisfied with the service," said Vinh Nguyen, IT Security Engineer at TiVo. Nguyen rated Aurora a "5 out of 5" in both quality of services, and the likelihood that his company would contact Aurora again if they needed the services of a qualified data security, compliance and consulting firm.

"Between the production set up and user training, we gave them a very easy to manage encryption solution." Tony Coronado said.

"The best benefit from using Aurora was leveraging the expertise to quickly and accurately deploy the product," Nguyen said. "Tony had in-depth knowledge of PGP and was very personable. His experience with PGP was superb and helped us implement the product from the ground up."