



Closing the door on laptop data loss

Hungarian reseller turns to 2nd Generation Intel® Core™ vPro™ processors and Symantec PGP Remote Disable and Destroy* (RDD*) technologies to build secure new business line



CHALLENGES

- **Data protection.** Symmetria customers were asking the company for protection of data on lost or stolen laptops
- **Marketplace shortage.** Available solutions were either too expensive or didn't incorporate both decentralized data encryption and remote management, two essential components for securing data on laptops

SOLUTIONS

- **Partnership potential.** Symmetria is a platinum partner of Symantec, a global security vendor, and the two collaborated to develop a solution based on technologies from Intel and Symantec
- **Embedded security.** 2nd generation Intel® Core™ vPro™ processors feature hardware-based Intel® Anti-Theft Technology² (Intel® AT), which delivers remote security management
- **On the disk.** Symantec PGP Remote Disable and Destroy (RDD) combines disk-based data protection with the hardware protection of Intel AT

IMPACT

- **Successful pilot.** Symmetria conducted a pilot of the combined security technologies and concluded that the technologies provide comprehensive security including device and data protection
- **New business line.** The company is planning to offer the service to both small and medium-sized companies as a managed service and enterprises as an in-house technology. This will create new revenue streams
- **In the clouds.** It is also exploring providing the service as a cloud-based offering by incorporating one-time password security into the service

Symmetria is a Hungarian-based IT security specialist reseller. It has a strong relationship with Symantec, the IT security specialist, and is accorded platinum status by the vendor. Recently, Symmetria noted an upsurge in demand from its customers for protection of data on laptops that have been stolen.

While Symmetria provides multi-level security systems across complex networks, it acknowledges that a security system is only as strong as its weakest point. The central infrastructure may be well protected, but cyber attacks are evolving all the time and becoming increasingly sophisticated.

The weakest link

As a result, the protection of peripheral devices such as notebooks has taken on increasing importance. For example, viruses dedicated to stealing identity data or passwords can use notebooks as a point of entry into the network. Defending against this requires stronger network authorization to protect the network if a device is compromised.

Symmetria has a deep knowledge of the security market segment and understood that a comprehensive solution to laptop and network protection needed to be cost-effective and include both decentralized data encryption and remote device management.

High costs can prohibit the deployment of laptop security. Decentralized data encryption and remote management are essential to ensure that data can be remotely locked down on a laptop if it is stolen or lost. However, existing solutions in the marketplace only addressed some of these aspects, and not all together.



Securing vulnerable laptops and data by fusing industry-leading technology

A strong union

Given Symmetria's close relationship with Symantec and its awareness of the security technologies of 2nd generation Intel Core vPro processors, the company decided to pilot a combination of technologies to address the issue of laptop security.

2nd generation Intel Core vPro processors have what is in effect a mini operating system integrated into the chip's motherboard. A component within the processor, Intel AT, utilizes this mini operating system to provide IT administrators with a range of remote management security options.

For example, access to encrypted data can be denied by deleting essential elements of the cryptographic materials required to access encrypted data on the hard drive. The laptop can also be disabled using a poison pill to block the boot process, even if the boot process is changed or the hard drive is replaced or reformatted.

Remote locking

Excessive log-in attempts trigger a disable mode in which a trigger is tripped and the system locks itself down. The IT administrator can pre-set the number of log-in attempts allowed before the disable mode is triggered. A message can also be sent to whomever has the laptop, informing them it has been reported stolen. Check-in interval times can also be set up. If a check-in time is missed, the system can be remotely locked down until the user or IT administrator reactivates the system.

Symmetria decided to evaluate Intel AT using Symantec Altiris*, a remote management console, and Symantec PGP RDD. Symantec PGP RDD combines disk-based data protection with the hardware protection of Intel AT. The disk-based protection is known as

PGP Whole Disk Encryption* (WDE*).

By bringing together these two technologies, Symmetria hoped to prove it could provide a comprehensive solution that would deliver cost-effective, all-around protection for laptops and the data on them. Deployment of this system would be relatively simple thanks to a centrally managed Symantec PGP Universal Server, which also consolidates policy creation and reporting.

After conducting an in-house pilot, Symmetria not only concluded that the combination of Symantec PGP RDD with WDE and Intel AT would protect the most vulnerable points of a network, but that a return-on-investment could also be gained within a year or two.

A new service

Tibor Vass, business development manager for Symmetria, said: "In a corporate environment, ensuring 100 percent data protection independent of users is a frequent problem. If a company has several hundred people, it's simply not possible to give each user a private BIOS password. It's also dangerous if everybody has the same password. A centrally monitored security system is needed, which can protect up to the hardware level so losing a decentralized password will not cause data loss and can prevent unauthorized users from accessing the system. Intel AT and Symantec PGP RDD provide this."

Because Intel Core vPro processors also send information about the computer to the central management desk if anything is defective, an engineer can either repair the machine remotely or visit the organization equipped with the appropriate parts.

As a result of these benefits, Symmetria is developing a security service built on Intel AT and Symantec PGP RDD. The service is

Spotlight on Symmetria

Symmetria is a Hungary-based security specialist that provides technology, expertise and managed services in the field of network and data protection. The company has particular expertise in Symantec* and ActivIdentity* technologies and is also closely involved with these companies in planning and development client management processes. Symmetria is one of Hungary's leading security specialists and as such is on the cutting-edge of marketplace developments in security technologies.

being tailored according to the customer's needs. For example, for smaller companies, Symmetria will offer a managed service.

Security in the cloud

The company is also considering applying the Intel and Symantec technologies to the cloud. Clouds are currently being used to store less sensitive data, but clouds are only safe if users can encrypt data there.

Data encryption keys can be stored on a device, such as a laptop, and protected by Intel AT and Symantec PGP RDD technologies. Safe data storage and controlled access can be further protected by a one-time password system. 2nd generation Intel Core vPro processors are compatible with such a system.

Vass added: "Whenever people are using devices that they take out of the office, they're inevitably going to store data on them. If a device is lost or stolen, simply disconnecting it from the network is not an adequate solution, as the data stored on it can be of great value. Loss of data from laptops can be extremely damaging for organizations. We are addressing this with the 2nd generation Intel Core vPro processors and Symantec PGP RDD to deliver both hardware and data protection should a laptop be lost or stolen. In the process, we are developing new revenue streams."



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