

Industry Leading Electronic Payment Company Completes Their Security Picture with Fiberlink's Extend360™ Mobility Platform

Today, more transactions are made in the U.S. with credit and debit cards as well as electronic transfers than by cash or checks. eFunds is a financial technologies company that provides secure commerce solutions to retailers, banks, and other customers. Over half of eFunds' revenue comes from managing electronic-payment transactions for their customers, which include more than 10,000 clients across 80 countries. If someone is moving money in North America today, chances are that their money is being moved by software owned or managed by eFunds.

Kim Jones, Vice President and Chief Security Officer for eFunds, has made the identification and management of risk his top priority for the coming year. "Because of all the press about data theft incidents, customers are asking more invasive questions about understanding the eFunds environment and our efforts to manage risk," said Jones. "We must provide a structured means to identify risks, prioritize those risks, and address them within our environment. We must complete the security picture."

THE CHALLENGE

eFunds had already invested significant effort and expense to secure its IT infrastructure. Once the infrastructure was secured, it became necessary to look at the devices that the individual users were using on a day-to-day basis. Jones added, "This obviously was our biggest potential entry point for viruses and Trojans. We were also concerned that it would be an exit point for data to leak out of our systems. The problem wasn't if it would happen, but rather when and to whom."

eFunds has a mobile community of around 600 end-users including their sales force, executive staff and a number of technologists. Frequent travel keeps their devices off the network for extended periods of time.

eFunds evaluated a number of solutions to secure data at the endpoint based on their ability to:

- Protect data "at rest" on mobile devices.
- Protect data going through hotel and public access points.
- Protect the network when laptops are reconnected to the LAN.



Challenge

To secure over 600 eFunds mobile endpoints against viruses and malware, and to prevent potentially crippling data loss from endpoints or the corporate network.

Solution

The Fiberlink Extend360 Mobility Platform provides comprehensive endpoint security for eFunds' mobile devices.

Results

Greater security and control over eFunds' mobile endpoints, and greater customer confidence in eFunds' ability to protect sensitive financial data.

THE CHALLENGE (CONTINUED)

"A number of these tools provided the ability to lockdown desktops and laptops in terms of what users could access, but these tools don't actively monitor, report, and update or adjust to a threat in real-time fashion," Jones said.

"The real question is, how can you safeguard outside computers if your protections are only network-based? Do you allow users to add wireless cards in laptops? Are you even aware if they do it? Do they have to go through the LAN for all change control and access? We weren't protecting units when they left the LAN and moved to unsecured situations."

THE SOLUTION

After reviewing several alternatives, eFunds selected two compatible solutions. For the data at-rest problem, eFunds chose an encryption solution by Pointsec that prevents data on any stolen device from being compromised.

For securing their mobile endpoints, eFunds chose Fiberlink's Extend360 solution to help provide the protection and control they needed. "To complete the security picture, we needed to find the right tools," said Jones. "The Extend360 Mobility Platform combined with at-rest encryption gives me everything I need. Now we have the ability to manage what happens at the laptop, report on it, and then apply the appropriate protection."

The Extend360 Mobility Platform provides detailed end user experience reports to help identify the risks or vulnerabilities. The software can also install security patches, update threat signatures, and remediate "broken" security applications by reinstalling files and resetting configurations. "Protection is important, but so is awareness. There is value in understanding what someone, or something, is attempting to do. Many of the tools that protect me on

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the LAN don't address the viruses that have been sitting on the device and harvesting data for a month while a user is traveling in Singapore or wherever. The viruses continue to sit on the device while the users are gone," added Jones.

THE RESULTS

For eFunds, security and protection will continue to be a top priority for the company and its customers. With Fiberlink's Extend360 solution, eFunds' goal of achieving insight into activities on 100% of its mobile devices everywhere in the world is within sight. According to Jones, "the best metric for the success of this effort is that we can be confident that no laptop that has been outside of our network will ever threaten the eFunds network or the eFunds brand."

The Fiberlink Advantage

Fiberlink is the leader in managed security and connectivity services that make mobile working simpler and more secure for today's enterprises. Over the last five years, Fiberlink has been recognized in the Leader's Quadrant in Gartner's Managed Remote Access and Mobility Services report and has received numerous accolades for its innovative security and mobility services portfolio. Since 1994, Fiberlink solutions have been deployed to over 1 million users around the world in numerous Fortune 500 companies including General Electric, Continental and Bloomberg.