Egress Software Technologies and Sapphire - Information Security Challenges Workshop - write-up

The Egress Software Technologies and Sapphire "Information Security Challenges" workshop, held on the 31st January, 2013, was attended by a mix of Public and Private sector organisations from across the UK.

This interactive event aimed to look at the challenges organisations face when sharing sensitive information with third parties outside their secure networks. In addition, delegates were provided with an update on Egress Switch, the leading email & file encryption product, helping businesses to securely share confidential information externally.

Feedback from attendees:

"The session was informative, well-paced and interesting. The presenters displayed a thorough understanding of the practical difficulties and issues we are faced with when trying to control and secure the transfer of restricted information, and how their product could be used to mitigate or manage the risks. It was a very constructive use of my time away from the office."

Peter McCann, Information Security Manager, Xentrall ICT Services

"The presentation was very well presented and allowed us to potentially address an issue we often face when sharing information with our clients, and how a reasonable level of control could be put in place to restrict and secure the data. The product demonstration was very informative and allowed us to see how this would work from an internal and external perspective and ultimately how the risks could be managed by our organisation."

Phil Mill, Technical Director, Opia Limited

"As a first time attendee I was impressed with level of details on the subject matter. Answers provided to most difficult questions were clear to everyone. I'm looking forward for similar sessions in 2013."

Khurram Inam, ICT Manager, David Gray Solicitors

A summary of discussion topics and comments raised:

Budgetary Challenges – how to ensure return on investment
Organisations across all sectors face the same challenges in today's tough economic conditions. With limited budgets it was agreed that the temptation to ignore the need for secure information sharing policies and solutions was high, but by failing to act now, many organisations risked breaches of the Data Protection Act and the subsequent financial penalties from the Information Commissioners Office. Delegates at the event agreed that prior to moving ahead with any project investment, organisations first needed to build a detailed business case. This not only assists in getting senior management buy in, but also helps identify cost savings, efficiency gains and clear return on investment.

System Management
A common theme amongst many delegates was their on-going battle to retain control of the information going out and coming into their organisation and the mechanisms that are being used to achieve this. As one delegate explained, he had no idea what systems individual users were using in order to share information electronically. It was agreed that having a single policy managed system in place that could be rolled out to all users and centrally managed was the only sensible way forward.

Data Ownership
A key part of the discussions surrounded responsibility and ownership of data. At what point does an organisation relinquish ownership and if information is lost by a third party or falls into the wrong hands, who is responsible and at risk of financial penalty? One solution discussed, was applying disclaimer notices at the point where information is sent to a recipient. In the case of Egress Switch disclaimers can be applied prior to a recipient accessing sensitive information.

Solution Integration
A common concern amongst delegates was the integration of new email & file encryption technology into existing mail scanner, classification and document management infrastructures. The perception was that this can be difficult, add additional costs and impact project roll-out time scales. Egress representatives were able to demonstrate how Egress Switch offers ease of integration via its cloud based platform, enabling seamless integration with existing infrastructure. In addition Switch's automated message routing means sharing information securely with in a complex network of secure and non-secure systems could not be easier. Designed to integrate seamlessly with GSX, CJSM, NHS Mail and many other Government and non-Government secure networks, Switch enables messages to be split based upon recipient domains.

Ease of Use

How do we get end users and recipients to embrace and use information security systems? Following the demonstration of Egress Switch, it was agreed that the ease of use and full integration with Outlook was a major benefit. In addition the unique Egress licensing model known as the Trust Network that allows end users to respond securely and free of charge as many times as they like was seen as a major positive.

Multi-Layered Authentication

One of questions raised by the group was; "if I send an email to the wrong person, but don't realise I have done it, how do I protect the sensitive information contained in the message?" This was a common concern for the entire group. Via the Egress demo, representatives were able to demonstrate how the multi-layered authentication functionality built into Egress Switch enables organisations to add another layer of security when sharing sensitive information electronically by adding a second secure prompt that needs to be confirmed before access to the sent information is granted.

Due to high demand, Egress and Sapphire plan to run a number of similar events throughout the UK in 2013.

The next event has been confirmed and will take place on the 19ᵗʰ April in Bristol. For more information, visit http://www.egress.com/sapphire-security-event-bristol/

If you are interested in attending future events please contact info@egress.com

About Egress Software Technologies

Egress Software Technologies is a leading provider of email & file encryption services, offering innovative on-demand data security, to enable businesses the ability to share confidential information with third parties.

Leveraging a unique combination of on-premise and hosted cloud infrastructure, patented key management delivers real-time 'follow the data' control to ensure that only authorised recipient's access confidential information. This next generation level of control and real-time auditing not only protects our clients from accidental loss but also prevents third parties mishandling personal or sensitive data.

Used by public and private sector organisations around the world, integrated desktop and mobile applications ensure easy to use software, designed to aid compliance and streamline user workflow. www.egress.com

About Sapphire

Choosing an information security partner is a world of difference from working with an ordinary supplier – exposing your weaknesses and network topology is not something you undertake lightly.

Sapphire has an outstanding pedigree within IT security, having successfully provided practical workable solutions and consultancy since 1996 across a wide range of market sectors. Proof of our success is evident in the number of customers whom we have worked with year after year.

Sapphire is an organisation that provides independent and authoritative Information Assurance consultancy services. Specialising in ISO 27001 consultancies, GSi Code of Connections, computer forensics, penetration testing and security audits, Sapphire is ISO 27001 certified; this includes every department and to date.