



Wave Trusted Drive Manager and Seagate full disk encryption (FDE) hard drives help AdaptaSoft protect confidential payroll information

Data Protection for Today's Mobile Workforce

AdaptaSoft has been a leading provider of software to the payroll service bureau (PSB) industry for more than a decade. In addition to delivering its best-in-class application CyberPay, AdaptaSoft offers services including business consulting for PSBs, training and educational programs, along with custom software development for organizations throughout the U.S.

Like many organizations, a large percentage of AdaptaSoft's employees use laptop computers. With an increasingly growing mobile workforce came new challenges: employees now carried with them sensitive corporate and customer information. AdaptaSoft understands that next to its employees, data is its most important asset and guarding against a data breach from a lost or stolen laptop is their primary concern. AdaptaSoft relies on software from Wave Systems and FDE hard drives from Seagate Technology to protect their business and their brand.

"Keeping our customers happy is part of the culture here and therefore it is our responsibility to take every precaution against their information falling into the wrong hands," said David Virkler, Chief Information Officer at AdaptaSoft. "Also, since we needed to allow our employees mobile

access to data in order for them to be most effective in their responsibilities, we could not simply restrict them from downloading sensitive data to laptops nor could we leave it up to each employee to decide which files to encrypt."

Full disk encryption protects data on a computer by encrypting all of the information on the computer's hard drive. In order to gain access to the information, a user would first have to supply something they know such as a password, which, in turn, would be used to unlock a key used to decrypt the data.

Hardware Encryption – Simply Better

Unlike traditional software-based FDE solutions, Seagate FDE drives take advantage of the hard drive's closed environment to isolate data storage for stronger protection. Since the decryption key is protected by hardware, it is not susceptible to software attacks such as malware and rootkits. In addition, Wave software securely stores user access control policies in a protected area of the hard drive, ensuring that only authorized users gain access to protected data.

“We evaluated software-based FDE solutions, but had concerns about the level of security they provided, as well as the IT overhead required to install, configure and manage these solutions,” Virkler said. “With Seagate FDE drives, the hardware protection ensures that our data remains safe. Also, in speaking with many corporations who were not in a position to invest in FDE solutions and had gone the software-based route, it was evident that the negative performance impact on the laptops was unacceptable.”

“Out of the Box” Security

As part of their typical laptop order process, AdaptaSoft simply replaced the standard drives on their Dell Latitude laptops with Seagate Momentus® 5400 FDE.2 drives.

“Our IT department really liked the fact that these drives come from the factory with encryption turned on, which, in turn, greatly reduced the amount of time they had to spend rolling out the solution,” Virkler said.

Upon ordering these Seagate FDE drives from Dell, AdaptaSoft’s computers automatically came pre-loaded with Wave’s Trusted Drive Manager software, a client application that enables extended security features for FDE hard drives, such as preboot access control. Small businesses can easily add or delete users for a drive, immediately erase a drive’s contents or backup and recover user passwords.

Managing FDE drives within an Enterprise

Since AdaptaSoft had more than a few PCs they were protecting, they decided to implement Wave’s EMBASSY® Remote Administration Server (ERAS), for remote management of the Seagate FDE drives. ERAS leverages existing directory structures and policy distribution mechanisms, providing administrators centralized, “no touch” management of FDE drives, complete with audit logs to help prove compliance with internal policies and data protection regulations.

“Implementation was quick and straightforward — truly a ‘low touch’ experience for us,” Virkler said. “Being able to assign users and policies within our Active Directory framework made life a lot easier. Wave provided very strong technical support and their team was very responsive in resolving the issues we’ve faced.”

With ERAS, AdaptaSoft has a single, powerful tool to manage both FDE hard drives and Trusted Platform Modules (TPMs), ensuring future flexibility as these trusted devices replace software-based point solutions.