



South Yorkshire
Fire & Rescue
WORKING FOR A SAFER
SOUTH YORKSHIRE

Customer Case Study

“South Yorkshire Fire and Rescue Service select Ironkey Enterprise to encrypt and secure data”

Background

Fire and rescue emergency service for South Yorkshire

Vertical

Emergency Services

IT Infrastructure

500 users across multiple sites

Challenge

- Increase in the number of reported data loss and data breach incidents.

Solution

- IronKey Enterprise

Vendor



Background

South Yorkshire Fire and Rescue Service (SYFRS) is committed to preventing fire-related deaths, safeguarding property as well as working for an increased level of safety in the South Yorkshire area. The fire and rescue service co-ordinates closely with all other blue-light services, constantly updating each other with a free flow of information. The Service has an IT infrastructure of 500 users across 25 sites, with the IT security centrally managed by their technical department based in their head office in Sheffield.

In recent years the public sector has been hit by an increase in the number of high-profile data loss and data breach incidents. The Information Commissioner's Office (ICO), which is responsible for enforcing the UK Data protection Act has been handed new powers to fine organisations up to £500,000 for data loss or data breach.

Issues affecting South Yorkshire Fire and Rescue

With the recent string of high profile data loss incidents affecting government bodies and the stringent penalties enforced by the ICO, South Yorkshire Fire and Rescue decided to take a proactive stance with regards to protecting their mobile data. The IT Support Officer at South Yorkshire fire and Rescue, commented: “The service is continually working to make South Yorkshire a safer place, so when data losses in other government agencies hit the news headlines, we wanted to take the necessary steps to ensure that all sensitive data stored on USB devices are secure and fully encrypted.”

A key factor in the Service's decision to deploy data protection technology was the fact that the service holds information for each and every building across the region; including locations with chemical and radioactive material are stored. Officers are also required to take data with them on location to coordinate response plans in the event of an incident – or when assessing the cause post incident.

Solution

The need for mobile data access while out in the field was a key driver, but the IT manager was also keen to have control over each device. With this in mind SYFRS worked through a selection process of potential solution providers with the service's IT security supplier Caretower.

Following a consultation with Caretower, South Yorkshire were presented with a choice of solutions, which met their requirements. After product demonstrations and WebEx's, they decided to deploy IronKey Enterprise, because it offered the assurance that even if a device was stolen, administrators can track and record that the device has not been accessed, before remotely destroying all data held on the device. In addition to this, any senior administrators could easily manage Ironkey Enterprise devices and enforce device-specific policies, including password strength, password retry limits and onboard portable application.

Ted Seged from Caretower said: “The Service chose IronKey enterprise because of IronKey’s reputation for superior data security products and they were the only vendor to meet all their requirements. The addition of the cloud based service, IronKey enterprise Management Service, meant that the solution was easy to deploy and is straightforward for officers to use, all in all making it an extremely cost-effective deployment for them.”

Outcome

With the Ironkeys now deployed all the senior officers across the 25 sites throughout the service that have access to sensitive information have been issued with Ironkeys to keep their data secure.

Very happy with the effectiveness of the IronKey technology South Yorkshire Fire and Rescue service’s IT security staff went on to praise Caretower’s involvement in keeping their data and systems secured: “Caretower were heavily involved in supporting us in meeting our needs for the service, they are the supplier of our AV security provider for the endpoint and recent pen testing, we are very happy in the service and are confident in the support they give us; They are very good at advising us on solutions to everyday problems.”

About Ironkey

IronKey provides essential security products for mobile and remote workers. IronKey solutions protect remote workers from the threats of data loss, compromise of passwords, and computers infected by malicious software and crimeware. IronKey multi-function devices connect to a computer's USB port and are easy to manage with the IronKey management service. This allows users to securely carry up to 32GB of sensitive corporate data, strongly authenticate to VPNs and corporate networks, and isolate remote workers from malicious software and crime ware. IronKey customers include Fortune 500 companies, healthcare providers, financial institutions, and government agencies around the world.

About Caretower

As an independent IT security specialist, Caretower provides comprehensive solutions to individual problems, thus allowing recommendations to be unbiased. Over the years Caretower has quickly established many long standing relationships with its vendors, achieving the highest status within these organisations based on the level of expertise within the internal sales, support and professional services teams. This relationship ensures we provide our customers with key changes within the industry which assists in their ongoing security management strategy.