Texas Department of Information Resources

Texas DIR now powered by Encryptics® — the State's 1st device-level email encryption

Summary

DIR's MISSION

To provide technology leadership, solutions, and value to Texas state government, education, and local government entities to enable and facilitate the fulfillment of their core missions.

CHALLENGES

- To protect data assets sent via email
- To improve security without disrupting existing processes
- To avoid purchasing and supporting additional hardware
- To acquire a cost-effective solution amid increased budget constraints

SOLUTION

- Encryptics for Email™ (SaaS model) with Encryptics Add-In for Outlook®
- Custom-built Admin Portal

RESULTS

- Agency-wide implementation of DOD-approved email security
- Cross-platform support for BYOD
- Data Rights Management (DRM)
- Easy account management

Agency Overview

The Texas Department of Information Resources (DIR) is the information technology agency for the State of Texas. The state's Chief Information Security Office is also administered through DIR.

DIR is responsible for the state's strategic direction for technology and for developing technology policies and standards for state agencies. The agency also provides several information and communications technology services to state agencies, higher education, and other industries in the public sector. Services include the following:

- Information security services for state data systems and networks
- Technical security and risk assessments for state agencies, higher education, and local government
- Management of the state's award-winning web portal, Texas.gov
- Evaluation of new technologies to identify increased public sector effectiveness and efficiency opportunities
- Voice and data communications network services for state and local government
- Technology product and service contracts that leverage the bulk buying power of the state
- Data center services for 28 state agencies
- Accessibility scanning for state agency websites

For more information about the agency, visit dir.texas.gov.

" The capabilities that the Encryptics solution brings to bear are an important element of our overall security strategy.

— Karen W. Robinson, Chief Information Officer, State of Texas

ENCRYPTICS®

Texas DIR Quick Stats

Industry:	State Government
Location:	Austin, Texas
Employees:	186
Platforms:	PC, Mac, iOS, Android

Technical Situation

With a rapidly growing mobile workforce and more out-of-office meetings with other state agencies, contracted vendors, and others, DIR saw an increased need to protect its sensitive information on both traditional office workstations and on mobile devices.

DIR wanted to adopt a data security solution that could protect emails—sent internally and externally—containing sensitive content. Additionally, the agency sought a solution that would function seamlessly inside its existing technical infrastructure. During an evaluative trial process, Encryptics' sales engineers assessed DIR's hardware and software environment to prepare for a full-agency launch of the email security solution.

DIR's email security solution would have to perform on all existing platforms with various operating systems and version updates. Furthermore, the solution would have to address the issue that some employees at DIR do not have the administrative rights to install new software.

Hardware and Software Environment

- Microsoft Office 365 Cloud Hosted Email
- Windows 7 32-bit
- Microsoft Office Outlook 2010
- Various levels of internal admin rights

Supported Platforms

- Windows
- Mac
- iOS
- Android

Email Security Solution

To address DIR's security needs, Encryptics offered patented Trusted-Peer-to-Peer™ and .SAFE technology that secures data at the device level and at all subsequent points in the transmission channel. With Encryptics for Email, DIR can protect sensitive email communication and utilize powerful Data Rights Management (DRM), which allows users to control what happens to their data even after it has been sent. In dealing with confidential or sensitive matters, DIR staff may need to communicate with their legal department and retain the confidentiality and ability to assert the attorney-client privilege for such communications.

IMPLEMENTATION

In 2011, Encryptics deployed its SaaS-based solution across the agency via group policy push without disrupting normal workflow. The solution required no additional hardware, which made implementation quick and cost-effective. The solution was installed on personal and state-owned devices, and Encryptics provided training for DIR IT staff and users at no additional cost.

Working with the State's Chief Information Security Officer and DIR IT staff, Encryptics specialists developed a custom account management tool—the Encryptics Admin Portal—which allows the agency's technical staff to easily extend access to additional employees, reset account passwords, and disable lost or stolen devices in real time.

Encryptics also integrated with the State of Texas' support system, provided by Dell. Encryptics specialists worked with Dell's support staff in order to administer Encryptics Tier 1 support for DIR through Dell (Tier2/3 support is administered through Encryptics). In this way, members of DIR's IT staff are not taken away from their primary tasks to handle support issues.

In response to DIR user feedback, Encryptics simplified the onboarding process and provided additional support for email recipients unfamiliar with the software. Encryptics specialists remain on-hand for user support as needed. Such services are all included in the SaaS-based pricing model.

> " The administrative control was a great benefit—it allowed intuitive and secure installation for designated recipients.
>
> — Brian Acklen, DIR IT Services

RESULTS

DIR currently has Encryptics for Email installed on all employee devices, and over 50% of employees are using the upgraded Professional version of the software. This means that any email communication (including attachments) from DIR can be protected by Encryptics technology. All encrypted email will be secured completely before it leaves the device, and DIR employees can maintain control of their data by assigning specific usage and access privileges per email.

With Encryptics for Email, DIR can communicate securely with any outside entity. Recipients of encrypted messages can easily download the free application, which allows them to send a fully-encrypted reply back to the sender without purchasing a license. After collaborating with Encryptics specialists, DIR found a way to ensure that the email encryption solution will still meet all Open Records requirements, as specified by the Public Information Act (PIA).

BENEFITS

- Fully-secure data protection and delivery system doesn't require additional hardware
- Multi-platform email encryption is ideal for mobile workforces and BYOD environment
- User-assigned Data Rights Management (DRM) upholds author's rights and email integrity
- Web-based Admin Portal allows DIR staff to manage user licenses and accounts in real time.
- Convenient Encryptics Add-In for Microsoft Outlook users
- Free download for recipients of encrypted messages

" The traditional trade-off is security versus business efficiency. There are many ways to increase communication security, but there is always some measure of slowing down the communication process. In DIR's use of Encryptics, we found we could increase our security posture without sacrificing business efficiency.

— Todd Kimbriel
Director of DCS Services & eGoverment

" Throughout piloting the product, we found that Encryptics works effectively to protect sensitive email content at all stages of transmission. Encryptics support was responsive to all needs.

— DIR IT Services

CONCLUSION

As the State's leader in information resources, DIR's communications include critical information shared among State agencies and other outside entities. The email security solution adopted by DIR highlights the importance of cybersecurity and puts the State ahead of others in data protection. Now, all of DIR's data assets sent via email can be protected with .SAFE technology and Data Rights Management (DRM). With Encryptics for Email, DIR can add device-level email encryption to its award-winning cybersecurity system.

ABOUT ENCRYPTICS

Encryptics develops and delivers enterprise-wide data protection solutions that integrate seamlessly in most existing environments. Encryptics' patented data protection and Data Rights Management (DRM) platform provides true end-to-end encryption and data access controls to ensure that data remains secure over the course of its entire lifecycle. Encryptics' cross-platform solutions—built on the Encryptics Data Protection API™—address common security gaps to help organizations in any industry reduce data loss without compromising workflow efficiency. The Encryptics portfolio includes its flagship product, Encryptics for Email, as well as the new Policy Based Protection. For more information, please visit http://www.encryptics.com.

dir.texas.
DIR