

# White Paper

## **Passpro, Devfense & Virtuback**

***Boonbox Boxed Service Solutions for Password Management,  
Web Application Security and Data Backup and Recovery***

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# Introduction

## Boonbox Packaged Productivity

Passpro, Devfense and Virtuback offer solutions for password management, web security, and data backup.

Technology resources are overstretched, expensive and difficult to acquire. With today's current operating environment, where IT solutions are becoming more complex and specialised your IT department needs to be efficient and productive. Often, IT resources are too busy handling the time consuming repetitive tasks while needing to progress on more value added projects. IT has become a necessary component of business continuity supporting initiatives such as protection of corporate assets, security and compliance. Boonbox boxed services have been designed to support business productivity by simplifying the main areas for IT intervention: password reset and user provision, web application security and data protection and recovery.

Boxed service solutions offered by Boonbox can contribute to these initiatives by freeing up your IT staffs time for more value-added complex IT projects.

This white paper will give an overview of boxed service; describe Passpro, Devfense and Virtuback; and illustrate the benefits for productivity, security and return on investment that each of these boxed services can provide.

# What Is Boxed Service?

Boxed Service combines specialised knowledge of business requirements, IT applications and domain expertise to deliver packaged solutions best suited to support business continuity, operational efficiency and improved customer service. Boxed service saves time and money and provides faster returns by reducing the burden of identifying and provisioning technology solutions and the need to acquire in-house human resources to design, build, and implement the solution.

Boxed Service builds on the advantages of Appliance based Software Delivery (AbSD). Boonbox service uses enterprise-class, proven technologies delivered on server appliances that have been optimized to plug into your existing network and serve a specific requirement. Should you wish to go beyond the base offering, boxed services can be extended.

With secure remote support tools, our experienced consultants are able to enhance your teams efforts, thereby reducing the need to obtain and maintain specialized in-house expertise. Furthermore, boxed services includes reports so that ROI on Boxed Service can be easily tracked and measured.

Boonbox boxed service offerings include Passpro (password management), Devfense (Web security and compliance) and Virtuback (data backup and recovery).

# Passpro

Passpro Boxed Service provides a secure way for employees to reset their passwords without IT assistance.

Password management and user provisioning is becoming more challenging for IT management. The demand for greater security to safeguard company assets, ensure privacy and maintain consumer confidence have made password management and its parent, identity management key initiatives that support business continuity and improved risk management.

To enforce security, some organizations have imposed password policies such as password rotation, password length and complexity. These measures have lowered productivity and increased IT costs as users easily get locked out of their systems. To counter this, people have adopted insecure tactics to remember passwords such as writing them down or sharing passwords with colleague. As a result, the initial objective of ensuring security is lost while productivity is lowered and IT support costs have increased.

Boonbox recognize the need for security and the role password management and policies play. Passpro resolves enabling IT to enforce and set password management policies but also enables users a quick self recovery for lost or forgotten passwords. Passpro empowers individuals with the ability to reset their passwords without IT intervention. A locked out user no longer has to rely on busy IT support to get back into their system. Overall productivity is improved while IT support is able to reallocate effort on more value added strategic services.

## **Better Productivity**

Passpro can immediately reduce total volume of IT support calls by 25 per cent. Helpdesk employees often spend more than half their time resetting passwords for users, according to Technology analysts at The 451 Group. Based on these number Passpro, helpdesk employees could greatly improve their productivity and refocus attention elsewhere.

## **Security Compliance**

Passpro allows administrators to easily enforce password policies to increase security by setting rules for the method that people create and manage their passwords.

Password management features for administrators include the following capabilities:

- Set minimum and maximum characters

Enforce combination of alpha and numeric characters

Force mandatory password resets on a scheduled basis

Define challenge-response credentials

Set number of grace logins

### **Return on Investment**

Passpro provides for a straightforward web interface that allows employees to quickly and painlessly reset passwords themselves. Help desk costs are reduced, and IT resources are able to focus on more strategic projects. In a large organization that receives hundreds of helpdesk requests per day, each password reset request may cost a company \$30 to \$70 to resolve, according to IDC analysts.

This represents the cost of paying the helpdesk employee to resolve the issue. It also includes the lost productivity from the employee who is locked out of their workstation during the password reset process. Passpro eliminates this wasted time.

Companies may see a return on investment of tens to hundreds of thousands of dollars by purchasing Passpro.

# Devfense

Devfense boxed service enables organizations to ensure continuity of business operations and enhance customer service through web application security compliance.

A web security breach can shut down an organization's website, distribute malware, result in identity, or data loss. The company facing the breach will suffer from loss or consumer confidence, potential fines and litigation as well as decreased revenues. Devfense helps organizations avoid these losses but also enables organizations to have a proactive approach to security.

Devfense boxed service utilizes best in class tools and expertise to assess and discover potential web security vulnerabilities of a given web application. The customer receives recommendations for fixing vulnerabilities and ensuring web security compliance.

## **Better Productivity**

Devfense customers reduce IT costs significantly. It would take a team of IT security specialists working year-round to manually check for web application code vulnerabilities or to just keep an application secure for a single set of security compliance regulations. With the resulting analysis and recommendations produce by Devfense Boxed Service, IT resources can concentrate on fix code recommendations and other functional development efforts.

Using Devfense during the development process can result in further efficiencies as organizations take implement fixes early and adopt a proactive approach to web security.

## **Security Compliance**

With the increasing number of publicized web security breaches, both government and industry have developed compliance regulations to protect their industries and customers.

Devfense provides a comprehensive report against standard web application security threats such as those identified by OWASP, SANs and WASC. Furthermore, Devfense can also identify issues web applications may have in meeting compliance regulations.

Devfense supports a number of compliance regulations including: Payment Card Industry Data Security Standard (PCI DSS), Payment Application Best Practices (PABP), Health Insurance

Portability and Accountability Act (HIPAA), and Gramm-Leach Bliley Act (GLBA), Personal Information Protection and Electronic Documents Act (PIPEDA) and Personal Information Protection Act (PIPA) to easily address auditing requirements.

### **Return on Investment**

Devfense provides ROI in three ways: boosting the online revenue-generating potential of a website, web security breach avoidance and significant cost savings from reduced IT costs.

Organizations that publicize their web security efforts tend to see higher sales conversion rates. Vendor-supplied data indicates conversion increases may be as high as 14 per cent. For a company that generates \$1 million in sales or donations online, this could represent \$140,000 in extra revenue. In less than one month, Devfense could pay for itself just from the added revenue boost from publicizing security efforts.

Companies that prevent a data security breach may see a return on investment of hundreds of thousands or even tens of millions of dollars by purchasing Devfense. Data breach costs from civil litigation, damage control measures and after-the-breach quick fixes can add up to tens of millions of dollars in liability.

Another aspect of Devfense's ROI is that organizations can avoid the heavy cost of a security breach. Experts suggest a single average breach could result in the loss of 99,000 records on average. A corporate security breach of that size could cost an organization between \$9 million and \$14 million in legal bills, crisis management measures and after-the-fact security improvements (Darwin Professional Underwriters). Given that just one in 30 websites is estimated by industry analysts to be secure and the costs of a breach are so astronomical, web security breach avoidance is a critical and necessary part of every organization's overall security strategy.

Finally, Devfense can provide immediate cost savings through the replacement of time-intensive, error-prone manual security web audits with automated scans. Manual web security audits may cost upwards of \$250,000 just to pay a team of internal IT auditors' salaries. With Devfense, that cost is eliminated. Devfense could pay for itself through IT resource savings after just a week to 10 days.

# Virtuback

Virtuback boxed service makes data backup, retention and recovery simple, secure and reliable. People can easily access and retrieve work. Irregardless of being on-site or away from the office files are automatically saved. From a storage management perspective, customers benefit because multiple versions can be automatically kept locally, on internal networked devices or remotely via the Web.

Organizations using Virtuback are able to react faster and make better-informed business decisions. This results in increased productivity and the ability of organizations to continue business operations despite incidents that could shut down organizations that lack data management solutions.

## **Better Productivity**

Virtuback customers reduce IT costs significantly. When employees are not wasting time searching for lost files or relying on IT for recovery, they are able to do the work they were hired to do. Every person within an organization can benefit from the continuous data protection that Virtuback provides. Virtuback and its continuous data protection (CDP) protects your data in three different ways.

- It ensures every time a file is saved, a backup copy is created
- Files can be copied to a remote server on a schedule that you can easily set-up
- If the storage area is unavailable when a protected file is saved, CDP will maintain an internal copy and create the backup copy on the remote storage area when it is available.

## **Security & Data Storage Access Benefits**

Virtuback makes data secure. Files are protected by Secure Socket Layer (SSL) encryption. This ensures that your documents and other files are sent through a secure connection over the web to your server.

As well, Virtuback helps organizations comply with regulations governing the requirement to store certain kinds of official records for extended periods of time. For instance, insurance companies may be required to keep contracts of its policy holders in perpetuity.

In this instance, the "vaulting" feature of Virtuback is extremely useful for ensuring that documents are in their original format. Records in the vault can not be modified or accidentally deleted.

The ease of accessing documents is another key feature of Virtuback. Saving your documents in multiple versions allows you to easily go back to your work. Virtuback users can revisit documents from any point from a minute ago to years ago and any point in-between. Versions of your file will be available.

Virtuback's benefits for security compliance and data storage access help organizations improve efficiency and maintain business operations.

### **Return on Investment**

Virtuback can provide significant return on investment (ROI) through improved workplace efficiency. If a middle-management employee wastes just four hours a year looking for data, that could represent a loss in efficiency of \$200. An organization with 100 or more employees could realize thousands of dollars in cut costs from improved efficiency.

Even more significant ROI comes from avoiding a data loss disaster. Half of all small and midsize businesses that experience a major data failure lasting more than 24 hours will go under (Gartner).

The ROI from preventing data loss could be as high as millions of dollars, depending on the size of the enterprise. But for medium-sized or smaller companies, the ROI is effectively infinite, as the data backup solution ensures the business can continue to operate under conditions that would put unprotected competitors out of business.

# Conclusion

Boonbox product offerings for identity management, web security and data backup offer cost-effective solutions for improving productivity and enhancing security. Their ROI can be measured in a range of metrics, from enhanced peace of mind to lower labor costs and enhanced efficiency of profit centers.

As organizations continue to streamline their operations for efficiency and cost-effectiveness, These solution offers a superior combination of customized compatibility with existing IT systems, security, data control, cost control and consumer confidence. Passpro, Devfense and Virtuback are designed for responsible IT managers and businesses, enabling organizations to do more with less.

# About

## Pacific Coast Information Systems Ltd.

Pacific Coast Information Systems (PCIS) Ltd. is a full-service technology and consulting firm based in Vancouver. Founded in 1995, PCIS provides technical assessment & services, business analysis, and IT project management. More information about PCIS can be found at [www.pcis.com](http://www.pcis.com)

## Boonbox

Boonbox, a division of PCIS, was created in 2007. Boonbox specializes in productivity solutions that deliver immediate results in support of business challenges like security compliance, password protection and data backup issues. More information about Boonbox can be found at [www.boonbox.net](http://www.boonbox.net)