

YourPrivacy Structures Security On Intel

Case Study

Intel® Core™2 Duo processor technology

YourPrivacy



Challenge	Build a virtual team to provide clients with the support and training needed to comply with privacy laws.
Solution	Intel® Core™2 Duo processor technology

Summary

New privacy legislation in Canada prompted YourPrivacy, a division of F.M.C. Dimensional Developments Corporation, to branch out from developing security software to providing corporations with the tools and training needed to comply with the new laws. At the same time, founder Mario Morel wanted to move beyond bricks and mortar office spaces to connect consultants and clients together virtually ... an impossible task without reliable hardware built on Intel® technology providing the power that innovative online software applications need to make collaboration a breeze.

Challenge

After a military career in security and counterintelligence, Mario Morel, Privacy Architect and founder of F.M.C. Dimensional Developments Corporation*, developed high security applications for businesses. For its first seven years, the company grew to about 20 people in a traditional office environment focused on the development of secure database applications and software.

With a solution powered by Intel, YourPrivacy was able to create a secure, virtual, integrated and collaborative workspace.



In 2001, the Canadian privacy landscape started to change following the enactment of the Personal Information Protection and Electronic Documents Act (PIPEDA). The Act was designed to support and promote electronic commerce while protecting personal information that is collected, used or disclosed.

Morel realized that companies needed help to understand and comply with PIPEDA. Working under the trademark YourPrivacy*, Morel moved his expertise in security and privacy from software development to corporate consulting and training to provide companies with the support they need in order to comply with the laws.

“Protecting privacy was the law of the land but there was a huge gap. There was no one providing the right kind of help to companies that needed to reach compliance. The law was so new,” recalls Morel, adding that some companies weren’t even aware of the need to comply with the new law. It took a few years before concerns about identity theft, fraud and personal information protection started reaching mainstream media.

The delay in awareness gave Morel and his team the time they needed to move away from a traditional physical office environment and build a virtual team that could support clients remotely. First, he needed to find the right collaboration software. In the beginning, the team used secure FTP sites to download and share documents between the 25 project specialists, but Morel knew there had to be a better way.

“Physical offices were passé. I didn’t want to waste money on an infrastructure that would be obsolete.”

Solution

With the launch of Microsoft Office Live*, Morel’s dream of a virtual collaborative workspace integrated with common desktop office tools was finally a reality. Office Live is a secure online portal to save, access, and share documents and files.

To make sure the software runs seamlessly, Morel needed to ensure his team was using reliable technology that connects securely to the Internet, while providing fast processing speeds for efficiency.

Morel insists his staff, and whenever possible his consultants, are working on new notebook or desktop computers powered by Intel® processor technology and the Windows Vista* operating system. This platform adds stability and security ... in an environment where security is paramount.

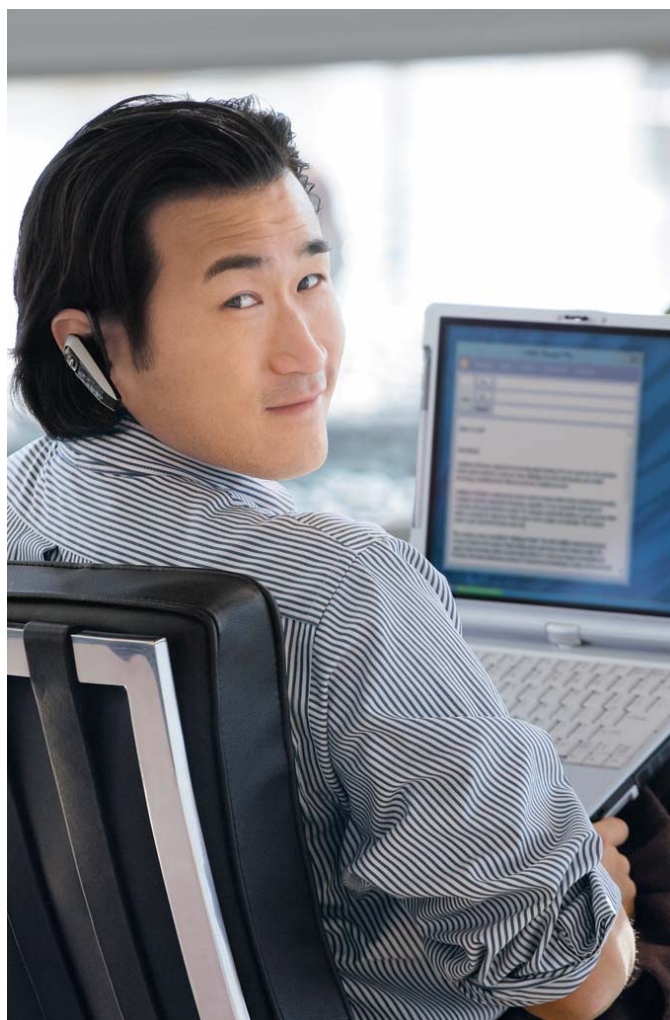
“With our background in security applications, we always chose the most reliable and secure technology we could afford and that means choosing Intel,” he says. “We had to make sure our technology didn’t create vulnerabilities and, in the beginning, everything else was a risk.

Our security manager made it a policy to buy only Intel processors and Intel motherboards and we’ve never looked back.”

As the company moved to a remote environment, the need for reliable technology increased because there were no on-staff IT to troubleshoot issues, and if Morel’s specialists weren’t online, they couldn’t work. He requires staff to have high speed connectivity to the Internet to maximize productivity in the new online environment.

“I insist that all my staff and contract specialists use personal computers that are reliable and have reasonable speed,” says Morel, who selected a Sony notebook with Intel® Core™2 Duo processor technology to get the speed, reliability and secure connectivity he needed whether working from his home office or on the road connecting via hotspots or wireless LANs at a client site. His partners also chose Intel Core 2 Duo processor technology, selecting either dual or quad core processors, to increase the responsiveness and battery life of their notebooks.

An added benefit of the new technology is employee satisfaction. “When people are productive and able to get a lot of work done during the day, they feel more satisfied with work,” he says, noting it can be frustrating to work if you’re spending half your day troubleshooting computer issues.



Key Advantages

For Morel, the move to a virtual office environment has allowed him to realize his dream ... successfully growing a company without the need to invest in expensive Toronto commercial real estate. "I've reduced my overhead by 60%," he estimates, noting those savings are passed on to clients.

The time to produce new documents for clients has also been slashed. "I estimate I am saving more than 80% of the time it used to take to produce documents. Something that used to take 20 hours we can now finish in four hours," he says.

Morel is pleased he has found the right combination of reliable Intel technology and Office Live. "Bricks and mortar are so passé, I didn't want to go that route because it is hard to undo that environment once you have paid for physical space. Office Live, and reliable hardware powered by Intel, has allowed me to realize my goal of a true virtual office environment where staff and clients can collaborate securely. I could never go back, there's no way."

Privacy Protected With Online Collaboration

Before Office Live, Morel and his team were sending information back and forth using FTP downloads. "Since many of the documents were sensitive, we couldn't use email," he recalls. "We had to rent secure storage and use encryption to protect our data. This really prevented us from exploding in growth."

Additionally, the model presented security vulnerabilities because consultants were responsible for deleting the files they downloaded on their equipment, and without IT expertise at their side, Morel was never certain the computer's cache was completely wiped clean.

"This was a major reason why I couldn't grow as fast. The security issues would be compounded exponentially," he says, noting that the security risk can now be managed effectively. And, when combined with personal computers powered by Intel, Morel knows he has a secure platform to handle his clients' projects. "Once a computer is set up on the system, it does not keep copies of the document. You are working completely online with the same functionality as if you working locally so there is no learning curve. This is a massive advantage for us."

Using collaborative software, coupled with secure Intel technology, is allowing Morel to expand. "My ability to add staff or contractors is limitless," he says, noting he is already interviewing for new full time employees and expects to add another five people this year alone.

In an environment where collaboration online is core to the business, Morel needs to make sure his staff can connect quickly and reliably to the workspace. Without personal computers powered by Intel, reliable computer power could become an issue. When he specifies computers for team members, Intel is the only choice.

Clients are given their own account ID and can easily review documents that are posted for comments. Morel says this also eases the merging of comments from multiple people since everyone is working from one document.

"Privacy protection is not something you do once and then forget about. It is an ongoing process and with Office Live, we can be integrated into a client's internal team to constantly update documents and processes as a team."

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Mobility Enables Growth

Since Office Live is accessible from any Internet connection, Morel says it is easy to have access to the documents and files he needs when away from his desk. Using his Sony notebook with Intel Core 2 Duo processor technology, he can securely connect to everything he needs from a hotspot or client wireless LAN.

He says the portability of his hardware and software is beneficial in new business pitches where he can show clients the level of expertise held by his staff, as well as the collaboration tools in place to make implementing privacy protection processes seamless.

"With Intel it is really easy to connect wirelessly and it works really well," he says, adding that since the documents and files are stored remotely he has no security concerns if something happens to his notebook.

In addition to Office Live, YourPrivacy uses Skype* as both a voice over IP (VOIP) system, as well as a chat platform. It allows all team members to see who is online and available, and even send quick requests to release a document if two people need a file at the same time.

Morel says they may start to use Skype's video conferencing tool to provide more face to face contact in the future.

The combination of technologies has allowed Morel and his team to do more work collaboratively and remotely. In the past, specialists would be downloading documents to complete parts of work, where today, team members can see instantly additions or changes to the document which gets revision completed faster. He adds that the need for face to face meetings has been cut dramatically and that his clients really appreciate the time-saving benefits.

Virtual Meetings Increase Efficiency

The ability to meet virtually with clients has also increased the efficiency of meetings, says Morel. To address many privacy issues, Morel's team and clients often need to brainstorm to find the best possible solutions.

"We have very complex issues related to privacy to address and it's impossible to find a workable solution in one meeting. With a collaboration platform, we can put together work documents and build a new library of possible solutions instead of cramming everything in a meeting of a few hours," he says. "Now everyone can meet for a period of weeks and review ideas, post ideas and come up with the best possible solution."

It's Easy Being Green

While moving to Office Live and a virtual office has yielded benefits for productivity and collaboration, it also had an unexpected benefit in the form of increased security and a reduction in paper use.

Since all documents are stored on the Microsoft Office Live site, there's no need to download files locally or print documents. "We write all our comments online so there's no need for printing. My printer's not even hooked up anymore," says Morel, noting they also manage all payroll, payments and invoicing electronically.

In addition, with clients having access to the site for collaboration, Morel has been able to cut back on on-site meetings, which has allowed him to sell his car. He now rents a car by the hour if he needs to get to a client site and is saving money on gas, insurance and parking.

Morel estimates the combination of virtual office and the Intel processing technology that enables effective mobility is saving the company about 60% of overhead expenses.

"Those are savings we can pass on to clients," he says. "Despite inflation, higher gas prices and other business costs, we are reducing the cost of our deliverables thanks to the technology we have been able to adopt."

Future Uses

With additional growth on the horizon, Morel is always looking at new software or hardware that will allow his company to expand without the need for a physical office space. This could mean leveraging more video conference technology but also the integration of their time billing software into their accounting software.

The use of Office Live is still quite new and in Beta format but Morel knows that further roll out of this service, coupled with the reliability and security inherent in Intel technology is giving him the platform to add more than 20 new staff in the coming years.

For more information on Intel® Core™2 Duo processors, visit <http://www.intel.com/products/processor/core2duo>

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