

City of Bradford Metropolitan District Council

The City of Bradford Metropolitan District Council is a public sector organisation responsible for numerous services that benefit residents of the Bradford District within the United Kingdom. Under the direction of Managed Security Solutions (MSS), a Galaxkey partner, Bradford has selected Galaxkey to replace their incumbent encryption solution.



THE CHALLENGE

Bradford council administers a multiplicity of services on a daily basis, some of which are delivered internally whereas others are commissioned to third party organisations to deliver them. A variety of sensitive information and documentation is communicated via email which needs to be safe and secure, placing additional responsibility on the council to ensure that data security and compliance is also maintained. Moreover, being responsible for a vast number of employees, personally identifiable information must be kept secure in storage and in transit. Also, bespoke functionalities such as e-payslips must be accomplished in a secure and efficient manner.

Bradford recognised the importance of email and data security when sharing information electronically and realised their fundamental requirement to implement a process to safeguard data and had employed a security solution. Nevertheless, the incumbent encryption solution was not meeting their requirements, moreover outlays continued to increase on renewal (which weren't justified) and the vendor-client relationship was showing strain.

City of Bradford MDC

www.bradford.gov.uk

ORGANISATION PROFILE

Site: www.bradford.gov.uk

Industry: Public Government

Head Office: Bradford, UK

Employees: Approximately 11,000

KEY CHALLENGES

Bradford required a comprehensive yet user-friendly encryption solution that offered the required flexibility and at an acceptable cost.

SOLUTION

The organisation evaluated options and turned to Galaxkey for a three-year contract.

BENEFITS

- Supports all existing business processes
- Easy to use and efficient
- Emails completely secured and can be accessed only by intended recipients
- Solution meets a commercial price point acceptable by both the council and the vendor

Bradford's incumbent encryption solution was not easy to use and when considering the number of employees/users this was not a practical or efficient solution for them. Bradford required a comprehensive yet user-friendly solution that offered the required flexibility and at an acceptable cost. They were unable to achieve any of these objectives using their existing solution.

Another imminent requirement for all organisations is the obligation to be compliant with the new General Data Protection Regulation (GDPR). GDPR, already enacted, enforces all organisations to conform to the regulation by May 2018. Bradford Council must start working to position themselves for this regulation if they are to achieve and maintain compliance.

Bradford Council voiced their concerns to MSS (their solutions provider) and together they considered possible alternatives. MSS, having invested in new generation security tools and solutions, knew that Galaxkey's security solutions were built with the purpose to meet the markets security needs. Their encryption solution achieves comprehensive data security, is user friendly, flexible and adaptable. Furthermore, Galaxkey has a proactive R&D team. Galaxkey was proposed as a solution to replace Bradford's incumbent encryption solution.

THE SOLUTION

As part of the evaluation process Bradford Council conducted a detailed review of the Galaxkey email encryption solution. The following criteria were evaluated.

- The solution must ensure that it supports all existing business processes
- The preferred solution must be easy to use and efficient
- The solution must provide a secure mechanism for secure communications and data transfer to the intended recipient
- All emails must only be accessible by the intended recipient
- The preferred vendor must be flexible to feature requests and the product should be adaptable to meet customised purposes
- The right solution must meet a commercial price point acceptable by both the council and the vendor

A Pilot, using Galaxkey email encryption software was undertaken within Bradford Council and a comparison made with the incumbent solution. The Galaxkey product encrypts electronic mail end-to-end; subsequently, content cannot be compromised. There are no passwords that can be guessed or hacked and the solution ensures that only the intended recipients can open the emails. In comparison with alternate solutions Galaxkey is both unique and absolute.

Foremost Galaxkey is a comprehensive data security solution but a fundamental differentiator when compared with other solutions is that Galaxkey can be adapted to integrate within any organisations existing processes. This distinctive feature, possessed by Galaxkey, enabled Bradford Council to take complete advantage of the solution by fully integrating Galaxkey into their internal processes with no impact to existing functioning.

Furthermore, Galaxkey is able to secure across email, file as well as cloud and is capable of providing a means to securely collaborate on files traversing between parties within and outside of the organisation. This is particularly important for Bradford Council as they deal extensively with third parties to ensure services are provisioned and this needs to be done securely. Galaxkey's zero install option also means that admin privileges are not required to use the Galaxkey platform.

Galaxkey is able to offer an all-encompassing data security solution that is adaptable to any organisation, any platform, any form of data or type of storage location and due to the flexibility of the solution, Galaxkey can provide a plethora of functionality and all at an acceptable cost to the customer.

Particularly beneficial to Bradford are the Galaxkey features for seamless signing of emails and the notification feature to show that an email has been received and read, providing the confidentiality, integrity and providence that is needed.

The Galaxkey Secure Gateway (GSG), enabling the gateway to read and encrypt the sensitive data (email and/or document) without the need for a client is well suited to sending secure invoices and is another move in the right direction for GDPR compliance.

Significantly, Galaxkey has enabled Bradford Council to meet the encryption criteria required of organisations for GDPR compliance. Moreover, Galaxkey assists in solving the GDPR conundrum by enabling data protection of sensitive data without the requirement for complicated infrastructure and onsite installation of extensive platforms.

The results of the pilot were positive and the criteria met. Galaxkey is an all-inclusive security solution that is easy to use. Galaxkey was flexible with regards to feature requests for the proof of concept and an acceptable commercial price point was achievable. The R&D team were able to respond to feature requests with exceptional turn-around times.

The solution is well suited to Bradford council and the customer support available is multifaceted.



Bradford IT Security Team

Recommendations and Updates

From Bradford's analysis and testing results, it was concluded that Galaxkey provides a cost-effective means for providing flexible yet comprehensive security of their emails, data and sensitive information. Moreover, the solution integrated seamlessly with existing system processes.

Bradford's experience in working with MSS and Galaxkey was positive from commencement. Both MSS and Galaxkey understood Bradford's business requirements and fulfilled the council's needs whilst keeping the process simple. The assistance through documentation, technical guidance and consultation from MSS and Galaxkey were made available to Bradford and resulted in both a successful pilot and successful rollout of the solution.

After the successful implementation of the licensed software; jointly Bradford, MSS and Galaxkey will be working to enhance and adapt features to meet specific council demands. Additionally, will develop bespoke Bradford features to heighten efficiency of council processes.



About MSS

Managed Security Solutions (MSS), an established specialist in network and information security within the UK, has over 15 years of dedicated IT security expertise to SME and the corporate market place.

MSS deliver consultancy services, enterprise grade and next generation security solutions as well as managed security services. MSS aims to complement existing customer resources and assist in bridging any resourcing and skill gaps in security postures to achieve the most secure infrastructure, enable use of best practices and attain compliance levels.

MSS are particular about the solutions that they provide and choose reputable vendors and solutions, since a trusted and reliable customer/provider relationship is key to both solution success and customer confidence.

About Galaxkey

Galaxkey is a UK based company that provides an easy to use encryption platform for files and emails. Galaxkey provides the flexibility for either cloud or on-site management of encrypted data and keys.

Partnering with a Global leader (Thales) in the key management sector, Galaxkey are able to provide a high assurance encryption platform, underpinned with government and banking grade encryption processes. This ensures compliance and security best practices for any organisation.

Using Galaxkey, organisations and users are able to secure data at the click of a button- this includes emails, files on FTP servers, end points and cloud storage, to name a few. Galaxkey can be used to secure data and control access to data regardless of its location.

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