

Talisman Energy Inc.



Background

Talisman Energy Inc. is an independent upstream oil and gas company headquartered in Calgary, Alberta, Canada. Established as an independent company in 1992, Talisman has operations in Canada and its subsidiaries operate in the UK, Norway, Southeast Asia, North Africa and the United States. Talisman's subsidiaries are also active in a number of other international areas.

Challenges

In addition to requiring strong data security, Talisman Energy needed:

- › Centrally managed, easy-to-administer encryption to secure machines in far remote locations
- › Easy deployment with existing IT infrastructure to leverage existing IT resources
- › Minimal impact to end users and IT process to ensure ongoing operational productivity
- › Transparent encryption operations to prevent end users from selectively implementing security
- › Reliable data recovery to fully recover encrypted data as device usage and personnel changed

“We needed an encryption solution without the administrative headaches of passkeys or locking down entire machines. The CREDANT software is very transparent — most people don't know it's on the machine.”

David Fennell, IT Security Co-ordinator
Talisman Energy Inc.

Solution

Talisman Energy is using CREDANT Mobile Guardian (CMG) encryption software on approximately 600 laptops used by frequent travelers, and is looking to expand the solution to removable media in the near term. AccueTrust was the partner who helped Talisman decide on the solution.

Results

CMG's strong yet flexible data security enabled Talisman Energy to:

- › Easily and quickly implement security in remote locations
- › Silently and automatically encrypt data to reduce risk of data getting into the wrong hands
- › Centrally manage security with an easy-to-use web console
- › Fully recover encrypted data upon contractor/employee departure, hardware failure, or human error
- › Seamlessly integrate with existing IT infrastructure
- › Add data security with little to no impact to end user or IT productivity

“Customers love our ability to deploy CREDANT without having to change their support and operational processes.”

Bali Manji, VP of Sales
AccueTrust

Talisman Energy Inc.



Business Problem

In the energy exploration business, collecting data is key to business viability and profitability. Geologists, geophysicists, exploration teams and others employed by Talisman Energy regularly need to collect and share highly confidential information, which often has extremely sensitive business and even political implications. Talisman had been using Citrix for remote connection to data, which worked fine in some situations. However, it fell short when it came to field employees who needed data in extremely remote locations where connectivity was often limited or nonexistent. Field workers resorted to saving highly sensitive data to their laptops, which carried the risk of dangerous security vulnerabilities. To ensure the confidentiality of corporate information, the company needed a viable way to encrypt the data wherever it resides.

Why CREDANT?

Talisman Energy considered Full Disk Encryption, but ultimately selected CREDANT because CREDANT Mobile Guardian (CMG) provided:

- › **Simple management and installation** not requiring months to implement or Professional Services to maintain.
- › **Strong, transparent data protection** that automatically and consistently enforced security policy.
- › **Secure, centrally controlled encryption** that ensured the company, not the end user, controlled security even when data was kept on a file share or an end user's laptop.
- › **Nominal impact to end users and IT** processes because applications did not have to be decrypted to access data files or perform routine diagnostic activities.

Benefits

CREDANT has enabled Talisman Energy to enforce an effective security strategy that works with the way they do business. CMG has given field workers transparent, automatic data security that corporate IT can control with little effort. With an IT organization not set up for 24x7 support or global coverage, Talisman Energy has been able to utilize CMG to extend security to disparate, remote locations without additional resources.

Strong Data Protection

Talisman Energy considered Full Disk Encryption (FDE), but wanted a more flexible and effective security for data, not only devices. Unlike device-centric FDE solutions with a single key for the drive and all the data on it, CMG supports multiple keys for data privacy.

On a shared PC, individual folders can be protected from access by other users. Even IT administrators can be prevented from accessing encrypted data on a PC while still having the ability to perform repairs, patches, or upgrades. With CREDANT, there are no pre-boot master accounts or passwords that, if not properly managed and changed frequently, could lead to data breaches. CREDANT protects data even when the PC is booted. If no user is logged in, even successful network or USB port attacks will not render any clear-text data. FDE solutions evaluated by Talisman would not protect the data if the PC/OS was compromised.

Responsive Customer Support, Effortless Maintenance & Reliable Data Recovery

CREDANT's technical support was effective, knowledgeable, and eager to help during the successful rollout. The few questions they had were met with immediate answers by CREDANT support staff. The solution is easy to maintain because it is highly automated and requires little to no end user training or IT management time. In addition, due to the way CMG manages encryption keys, Talisman Energy now has the ability to recover encrypted data – even if an employee or contractor leaves the company. Automatic key generation and escrow facilitate data recovery, even in the field, which prevents users from catastrophic failures and loss of data.

Painless Integration with Existing IT Infrastructure & Processes

When Talisman Energy implemented CMG, there was no need to run a disk repair tool or defragmenter prior to installation and encryption — an FDE requirement that can add hours to the deployment process and prevents users from working during those tasks. CREDANT can encrypt an average laptop in minutes, while the user is working. For Talisman's new PC deployments, CREDANT does not require changing the imaging process. CREDANT deployment also leverages the current software deployment tools used by the organization. AccueTrust helped in the implementation as part of their professional services to make sure Talisman was up and running quickly and all policies were configured correctly.

Minimal End-user impact and Low TCO

Talisman describes the rollout of CMG as a “non issue” with end users. There was no change in the user login or PC boot processes, nor were there any additional passwords or PC logins for users to forget. CREDANT enabled Talisman Energy to achieve its goal of maintaining transparency to reduce end-user interaction with the security solution, resulting in successful rollout and operations.