Quantum Integrates Key Management
Case Study

Quantum®

Townsend® **SECURITY**

Quantum Realizes Revenue Increase with Custom Encryption Key Management

"When we set out to design our next-gen security solutions, we wanted to deliver powerful key management while minimizing cost and complexity. After evaluating several technology approaches, we selected Townsend Security to help us deliver a solution that integrated seamlessly with our Scalar tape libraries and iLayer management software."

Jim Jonez
Senior Director of Product Management

Quantum Corp. For over 30 years Quantum has been a leading global specialist in backup, recovery and archive. Large Enterprises around the world trust Quantum archival solutions to provide them with secure and scalable solutions to protect their most valuable data assets.

Challenge
Existing key management solution was not meeting customer needs

The current product did not carry certifications for highly regulated environments

Needed a fully-automated key manager that was tightly integrated with existing technology

Solution
Private labeled Townsend Security's Key Manager Engine through an OEM partnership

Leveraged Townsend Security's expertise to deliver a NIST validated FIPS 140-2 certified appliance

Results
Highly profitable key management appliance with government level certifications

Minimized costs and development time to create a solution that boosted the bottom line within six months of release.

Increased market-share in the highly competitive tape back-up and archival industry

www.townsendsecurity.com

The Challenge

Quantum realized that it needed to offer a more comprehensive encryption key management solution to continue meeting its customer's needs for complying with standards such as PCI DSS, HIPAA, etc. Quantum needed a solution that was NIST validated, capable of integrating with its current Scalar tape libraries and most importantly affordable to its customers.

Quantum talked to a number of vendors offering encryption key management solutions and found most vendors were too expensive and unwilling to work with their needs for a tailored solution. They were either unwilling to consider Quantum's needs for a branded solution and/or unable to develop a solution that fit within Quantum's pricing model.

The Solution

Townsend Security sat down with Quantum to fully understand the range of their encryption key management needs. A solution was going to require enhancements to the key server, new management APIs to enable automation, a new hardware platform to fit Quantum's world-wide distribution network, personalized assistance for NIST validation, customized branding, and a new pricing model. Within days, Townsend Security and Quantum came to a working agreement on an approach that would meet all of Quantum's needs for key management.

Townsend Security was able to assist Quantum throughout the NIST validation and FIPS 140-2 certification process, which was already underway for Townsend Security and needed to begin for Quantum's key management solution. The features Quantum needed in its application impacted the certification timeline that was already underway for Townsend Security, however, Townsend Security was able to leverage its good relationship with the lab to provide schedule flexibility and meet Quantum's application needs. In addition, Townsend Security worked with the independent lab on the NIST validation and FIPS 140-2 certification of Quantum's key management solution to make the certification much easier.

The National Institute of Standards & Technology (NIST) tests vendor key management solutions through its validation program. One of the most demanding test protocols anywhere, only the most committed security vendors can pass the tests and achieve validation.

The design of Quantum's archival systems presented a pricing challenge. The Quantum solutions scaled from entry-level systems to very large Enterprise level systems. And new products were planned at both the entry level and the high end. After working together on the challenge the two companies found a creative way of licensing the product solution that met the competitive needs at all points in the pricing scale. Quantum felt comfortable that they could move forward with one solution that would meet all their requirements.

Townsend Security understood the need for Quantum to maintain its product branding in the new key encryption appliance; in a competitive tape archival market, solution providers used branding to make their products stand out. Townsend Security addressed this concern, the end result, is a solution that compliments Quantum's existing Scalar tape libraries in look and feel.

The Results

Quantum rolled out its key management solution on schedule, in mid-2009 and has sold its solution to thousands of customers without a single reported problem. Not only did the key management solution improve Quantum's competitive position in the market, catapulting it to a leadership solution, but it provided important new revenues to the company. Quantum and its partners are now taking the lead in easy-to-use, key management solutions.

Townsend Security

Townsend Security provides data encryption & tokenization, key management, secure communications, and compliance logging solutions to Enterprise customers on a variety of server platforms including IBM i, IBM z, Windows, Linux, and UNIX. The company can be reached on the web at www.townsendsecurity.com, or (800) 357-1019.