



"The AirTight SpectraGuard was easy and quick to install"

Mark Hadley, ICT infrastructure manager, HDC



### Challenge

- To improve service excellence through efficiency
- To maintain information confidentiality
- To ensure adherence to security policies

### AirTight Solution

- Deployed SpectraGuard Enterprise 5.0
- Provides continuous airwave monitoring for all Wi-Fi activity
- Ensures rogue APs are not introduced
- Prohibits Council laptop wireless clients from connecting to external Wireless networks

### Results

- Enables Council network administrators to take control of air space
- Ensures security policy compliance for wireless connections

## Wireless Secure In Public Facing Council Offices

The town of Harlow, Essex celebrated its diamond anniversary in 2007, and things have certainly moved apace since March 1947, when Harlow was officially designated a new town.

Harlow Council (HDC) is typical of any forward thinking Council; aiming to provide a clean, safe and sustainable environment, a prosperous community, decent affordable homes and a caring community with a higher quality of life.

This vision means that HDC must provide high performing, customer focused services, where its staff make things happen. However, the public perception of service excellence is measured in terms of cost, quality, and the efficiency of the Council officers who are charged with making "things happen".

This public image is best observed at the civic centre in the Water Gardens building Harlow town centre, with the combination of retail, food outlets, as well as public and private Council areas. The semi-public nature of the facility, multitude of legitimate wireless installations (open and secure) and the potential sensitivity of the information held by the Council meant that the security of its wireless network was paramount.

In an initiative to enhance the productivity of the Councillors and staff, HDC have installed a wireless infrastructure around the site and are delighted with the way things are going.

"The users are happy with the wireless and it is providing a reliable service" said Mark Hadley, ICT infrastructure manager at HDC, "But while the security provided meets basic security requirements, the nature of the building and the sensitivity of the data demanded that a more robust security policy is used on both the new wireless system and the wired network".

But what is robust security? - Particularly when it comes to wireless intrusion prevention?

"Well, on the basis of the old adage; you can't manage what you can't measure; we sought to ensure that our network administrators could know what is actually happening in the air" said Hadley, "By understanding and identifying everything on the air from all wireless devices, they could manage intrusion prevention based on fact rather than speculation".

## About AirTight Networks

AirTight Networks is the global leader in wireless security and compliance products and services, providing customers best-of-breed technology to automatically detect, classify, locate and block all current and emerging wireless threats. AirTight offers industry's leading wireless intrusion prevention system (WIPS) and the world's only SaaS based wireless security, compliance and Wi-Fi access branded as AirTight Cloud Services™. AirTight's award-winning solutions are used by customers globally in the financial, government, retail and hospitality, manufacturing, transportation, education, health care, telecom, and technology industries. AirTight owns the seminal patents for wireless intrusion prevention technology with 24 U.S. and international (Australia, Japan and UK) patents granted, and more than 20 additional patents pending. AirTight Networks is a privately held company based in Mountain View, CA. For more information please visit: [www.airtightnetworks.com](http://www.airtightnetworks.com).

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Wireless devices range from legitimate and rogue access points, to conforming, non-conforming wireless Laptops or unauthorised wireless IP devices such as IP cameras.

That was the challenge HDC set its incumbent network integration partner Response Data Communications. "Harlow Council wanted a wireless intrusion prevention system that could detect and classify any threats, would prevent multiple simultaneous attacks and, as the Water Gardens are so extensively used, could accurately locate the whereabouts of wireless threats on a building map. This helps to determine the appropriate response" said Jason Evans, Managing Director of Response Data Communications. "We recommended AirTight Networks' SpectraGuard as this solution is the only one that delivers on all three criteria".

An initial test of the product away from the production environment was used to demonstrate that the solution met all of the key criteria required by HDC for the project and that the technology delivered what it promised.

One of the key criteria was the ease-of-use of the system in an operational environment combined with the accuracy of the reporting and the containment of false alarms. AirTight was chosen because the operational ROI was shown to be considerably lower than competitive solutions, providing effective security and ensuring cost effective ongoing management.

"The AirTight SpectraGuard was easy and quick to install, and within minutes we were getting the reports we needed to identify areas of potential attack and vulnerabilities" said Mark Hadley.

"Now I can identify non-conforming devices on both our fixed and wireless networks as well as the location of other legitimate but external wireless networks".

"the [public] nature of the building demanded a robust security policy"

Mark Hadley, ICT, Infrastructure Manager at HDC

"HDC can prevent the bad guys getting in, as well as ensuring that inadvertent mistakes by the good guys don't let things out"

Jason Evans, Managing Director, Response Data Communications

## The Global Leader in Wireless Security Solutions

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