



CASE STUDY



DocLocker Worldwide Pty. Ltd.

Online Information Management Provider Leverages
a Synchronized Set of Security Services from VeriSign



DocLocker Worldwide Pty. Ltd.



SOLUTION SUMMARY

DocLocker wanted to provide uncompromising and highly visible security across its Web site and online document operations, including information transfer, management, and storage. By deploying extended validation SSL certificates and two-factor authentication from VeriSign DocLocker has created a set of compelling, market-leading offerings for individual clients and companies seeking a secure way to access and manage valuable documents and files online.

Industry

- Service Provider

Challenges

- DocLocker wanted to provide security for document transfer, management of information and data storage under its set of online services.
- The company needed to reassure visitors to its Web site that they had arrived at a validated URL.

Solution

- Australia Post VIP Online Security encompassing:
 - VeriSign® Identity Protection Authentication Services
 - VeriSign® Identity Protection Security Token
- VeriSign® Secure Site Pro with Extended Validation SSL Certificates

Sydney, Australia-based innovator DocLocker Worldwide Pty. Ltd. has devised a secure, remote-hosted, online system for storing, managing and sharing files and documents. Service providers are able to streamline paperwork and save significant hours by quickly and easily locating and sharing information without searching through physical client files. DocLocker is able to offer faster turnaround to clients and has gone beyond the competition in providing top-of-the-line security, including advanced user permission controls, and comprehensive data protection.

The “DocLocker” was originally designed to deal with problems that existed in the accounting and legal professions, where significant amounts of confidential information were being transferred from advisors to clients in a way that was fundamentally insecure, such as email or hard copy. In its simplest manifestation, the DocLocker acts as an online filing cabinet which stores, manages, and shares hard and soft copy files and documents in an exceptionally secure environment. Clients are comfortable in the knowledge that their private information and highly sensitive details are protected by enterprise-grade access security that is typically only available for high-level banking transactions and government agencies.

Paul Nankervis, DocLocker’s CEO, stated, “We focused our design to deal with the original problem of providing secure, convenient access to critical documents related to accounting and legal businesses, but the flexibility of our system has opened up possibilities with private banking, wealth management, and small- to medium-sized companies that can basically perform all of their document storage and sharing activities in the DocLocker.”

+ Needing Two-Factor Authentication Software-as-a-Service

In conducting market analysis for the design of the DocLocker, Nankervis and his team investigated over 170 companies worldwide. He recounted, “We discovered the majority of solutions that we looked at had virtually no security at all associated with the transfer of documents, management of information, and data storage. We took the view that we could create something unique, and really differentiate ourselves by having a solution based on a platform that was easy-to-use and that leveraged two-factor authentication.”

DocLocker spent time looking into two-factor authentication services and building a set of criteria against which to evaluate vendors. “We knew we needed an external managed service because we didn’t want to handle the authentication processes ourselves,” recalled Nankervis. “In addition, we needed competitive pricing to keep the overall cost of DocLocker accessible to small- and medium-sized businesses, and lastly, we needed to work with a vendor that had the credibility, trust and reputation in the security marketplace.”

+ VeriSign’s Reputation for Trust and Reliability Stands Out

DocLocker reviewed the performance of a number of security offerings against the decision criteria, including VeriSign® Identity Protection (VIP) Authentication Services as part of the Australia Post VIP Online Security solution. “Most of the offerings

Results

- DocLocker has successfully established a middle-ground in its market by offering a unique and affordable set of secured services.
- Users only need a single token to access their DocLocker-stored information from anywhere in the world at any time.
- The security solutions from VeriSign have made DocLocker more competitive and highly attractive to clients and companies wanting a secure way to store, manage, and transfer information.

required the use of additional hardware at our end of the operation, and they did not have a full range of security services,” reflected Nankervis. “The managed service aspect was incredibly important for us, and VeriSign was one of the only companies that offered the software-as-a-service option; an end-to-end, two-factor authentication service that was fully managed. In addition, VeriSign had already built-up an outstanding reputation for trust and reliability in the security marketplace, so this, combined with its wide offering of security services made it the clear choice for DocLocker.”

With Australia Post VIP Online Security the clients’ first factor of authentication continues to be a regular username plus password, but the second factor is a dynamically generated one-time password (OTP) or code derived from a token. The underlying software is the VeriSign Identity Protection Authentication Services solution that leverages the shared VeriSign® Identity Protection Authentication Network to enable users to utilize a single credential across many Web sites or other Internet channels.

In addition to the two-factor authentication solution, DocLocker selected VeriSign® Secure Site Pro with Extended Validation SSL Certificates to protect its Web site. Nankervis noted, “Our Web site is the core of our business—it needs to be completely secure and offer robust assurance to our clients that a high level of security is constantly being maintained. Every time a client of DocLocker comes to the Web site from anywhere in the world, the first thing they see is the green URL bar at the top of the screen, which tells them we have deployed an authentication service from VeriSign that gives them absolute security.”

He added, “We enjoy having a synchronized set of VeriSign security services that cover our needs.”

The Australia Post VIP Online Security solution proved very easy to implement. “We had help from both Australia Post and VeriSign at the beginning of the project but actually the two-factor authentication component was a breeze to deploy. We came up with the idea of using the word “DocKey”, which we’ve registered, as a name for the token that we’re issuing to customers to generate the one-time-passwords,” commented Nankervis.

+ Enhanced Competitiveness via Dual Security Solutions from VeriSign

“Many of our clients are operating offshore—such as international traders, advisors, people running corporations with a large number of distributed offices, etc.—and the two-factor authentication service allows them to conveniently get into a secure pipeline and stay there. We provide service 24/7 to make it as flexible as possible for our clients. With the DocLocker capabilities, people are going to Internet cafes in big cities and securely accessing their online document storage facility. They’re no longer carrying memory sticks or laptops, with all the security issues that go with those devices, and just with the token alone they can access their information from anywhere in the world at any time,” Nankervis described.

“As the core of our business is Web-based, and as we drive business through our Web site, the implementation of the dual VeriSign services—extended validation SSL certificates and two-factor authentication services—has clearly made us more competitive and highly attractive to companies wanting a secure way to transfer information.”

Paul Nankervis, CEO, DocLocker Worldwide Pty. Ltd.

When DocLocker first started business there were expensive enterprise-based solutions that required dedicated IT departments to run them, and bottom-end storage-for-rent offerings that had little to no security. With the Australia Post VIP Online Security solution that leverages VeriSign authentication services, DocLocker has been able to establish a middle-ground in the market and offer a unique and affordable set of secured services.

“The immediate acceptance of the two-factor authentication process from our client base right across Australia and Asia was very important to us,” noted Nankervis, “and with over 80 percent of the top five hundred companies using VeriSign Secure Socket-Layer (SSL) Certificates, the VeriSign name has immediate credibility with everyone we talk to.”

Nankervis concluded, “As the core of our business is Web-based and as we drive business through our Web site, the implementation of the dual VeriSign services—extended validation SSL certificates and two-factor authentication services—has clearly made us more competitive and highly attractive to companies wanting a secure way to transfer information.”

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