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#### CUSTOMER SUCCESS

## Athens International Airport S.A.

### Major European Travel Hub Flies High with Symantec Encryption Solution

You don't get voted among the top five airports in the world for quality of service by resting on your laurels. Athens International Airport, S.A. (AIA) is continually innovating to ensure the 16 million passengers that travel through the major European hub every year receive a consistently reliable and secure experience. One of the major steps the airport has taken in this regard is data encryption. Using the extensible PGP® encryption technologies from Symantec™, AIA is defending confidential data throughout its operations, encrypting email messages, shared files, data on laptops, and other mobile endpoint devices. While the technology is protecting sensitive data from internal or external unauthorized access, an integrated Symantec endpoint security solution (which replaced an equivalent McAfee technology) is also busy—protecting 200 servers against even the most sophisticated attacks that evade traditional security measures.

#### More than just check-in and take-off

The 2004 Olympic Games in Greece were the springboard for the development of Athens International Airport (AIA). Like many of the athletes who competed in those games, this major air-hub in South-East Europe has subsequently gone from strength to strength. Currently, more than 16 million passengers flying in and out of AIA every year and there are up to 200,000 aircraft movements. But it's not all about check-in and take-off. AIA is also investing to develop the surrounding real estate for large-scale commercial activities, and engages in a wide range of business and social activities that contribute to the financial and social prosperity of the region. The airport is a partnership between the Greek state and a private consortium led by the German company, Hochtief Aktiengesellschaft.

The trend towards tighter aviation security in the aftermath of '9/11', coupled with the Athens Olympics, stimulated AIA to develop and implement cast iron information security policies. The aim was to translate security policies into an understandable series of actions which required either minimal or zero user intervention or training. George Delikouras, head of Information Security, AIA explains, "Our primary aim is to reduce the threat of data loss. As a major European travel gateway, our passengers rely on AIA to provide a reliable and secure service. To do this, we need to be entirely confident in the security of our data—whether it resides on laptops, desktops, and smart phones, or is in motion via email."

#### ORGANIZATION PROFILE

**Website:** [www.aia.gr](http://www.aia.gr)  
**Industry:** Manufacturing  
**Headquarters:** Athens, Greece  
**Employees:** 750

#### SYMANTEC SOLUTIONS

Data Loss Prevention  
Endpoint Security  
Messaging Security

#### Why Symantec?

- Breakthrough vision
- Platform approach
- Automated policy enforcement
- Extensibility

AIA also sought ways to improve existing business processes while enhancing information security. For example, the airport's procurement and legal departments were often sharing confidential paper-based documents with suppliers and clients in specially sealed envelopes, delivered either by post or by hand. This was not only slow; there was the ever-present threat of data loss—either inadvertently loss or malicious theft.

Moreover, more and more staff were using laptops and other portable devices beyond the IT security perimeter. The theft of several laptop computers raised awareness of the need to protect confidential documents and information on these devices. According to Delikouras, "Our IT administrators had unrestricted access to all the files on the servers they managed—and that presented yet another security risk. They were inevitably sometimes dealing with confidential information that should only be available to our senior executive management. It was apparent that we needed to differentiate access levels and control access to the information itself."

### Protect confidential data on laptops and email

Working closely with the Symantec partner Infodefense, AIA deployed a comprehensive portfolio of PGP encryption technologies from Symantec, primarily to protect confidential data on laptop computers and to protect the airport's email messages and attachments. Infodefense masterminded the implementation, supporting the evaluation and design phase, followed by a subsequent roll-out tightly aligned with AIA's information security architecture.

AIA and Infodefense developed a series of solution requirements including:

- Centralized policy and key management
- Automated operation that required no user intervention
- Standards-based technology that easily interoperates with AIA's existing Microsoft Exchange, Active Directory, and file server systems

## SOLUTIONS AT A GLANCE

### Key Challenges

- Implement comprehensive enterprise data protection strategy
- Prevent data loss; improve access control
- Centralize security policies and key management

### Symantec Products

- PGP® Universal™ Server, from Symantec
- PGP® Universal™ Gateway Email, from Symantec
- PGP® Desktop Email, from Symantec
- PGP® NetShare, from Symantec
- PGP® Whole Disk Encryption with PGP® Virtual Disk, from Symantec
- Symantec™ Endpoint Protection

### Symantec Partner

- Infodefense ([www.infodefense.net](http://www.infodefense.net))

### Technology Environment

- Users: 750
- Servers: 200 (130 physical, 70 virtual)
- Operating systems: Microsoft Windows 2003/2008, Red Hat and SUSE Linux
- Applications: Microsoft Exchange, Microsoft Active Directory

## BUSINESS RESULTS AND TECHNICAL BENEFITS

- Eliminated paper-based exchange of confidential documents
- Accelerated business processes and decision making
- Centralized policy and key management
- Automated security policy enforcement
- Enforced access privileges to confidential files for greater security
- Protected confidential data on endpoints, email messages, and attachments
- Prevented security threats from penetrating the AIA network

Rather than implement multiple point products to solve immediate problems, Delikouras and his team sought a single platform solution that would deliver long-term, strategic advantages at a reasonable cost of ownership. "Encryption technologies are not trivial. It is difficult to find even one person at a company who knows what asymmetric encryption means. It is not wise to have many sophisticated systems from different vendors. Integrated systems are much better. They have a lower total cost of ownership," he says.

The outcome of this enterprise data protection strategy was a seamlessly integrated deployment of Symantec encryption technologies, comprising PGP Universal™ Server, PGP Universal™ Gateway Email, PGP Desktop Email, PGP NetShare, and PGP Whole Disk Encryption with PGP Virtual Disk. Each of these readily integrates with AIA's Microsoft Active Directory, Exchange, and Windows file servers to support automated encryption policy enforcement.

**"The PGP Universal Server solution from Symantec makes strong encryption an applicable tool for the contemporary enterprise. It is a mature technology. We cover all our confidentiality needs for email messages, files, and laptops. Before PGP Universal Server I was very preservative on starting an encryption initiative in my company."**

### George Delikouras

Head of Information Security  
Athens International Airport, S.A.

## Defends airport's data from unauthorized access

The unified Symantec encryption applications play a vital role in defending the airport's sensitive data from internal or external unauthorized access. The Symantec approach to data protection also impacted upon AIA's solution requirements. "Our strategy was influenced by Symantec's vision," Delikouras explains. "The PGP Universal Server solution, for example, is a breakthrough technology. After its release, I modified my requirements, making them more demanding and optimistic. It is an excellent product."

One of the key advantages of the Symantec encryption solution is automated policy enforcement. The technology offers both extensibility and centralized policy and key management to support consistent, automated enforcement of data protection policies. Delikouras explains, "

"I like Symantec technology because it is invisible to the user. This is a successful implementation, because people are able to use strong encryption without bothering with encryption theory."

AIA's Exchange email environment is also secure. PGP Universal™ Gateway Email and PGP Desktop Email protect all outgoing communications with suppliers, partners, and consultants. The dual-server cluster also supports high availability. Within AIA, PGP Desktop Email handles initial encryption of messages according to centrally defined policies. PGP Web Messenger makes encrypted messages available to authorized recipients (especially those outside the organization) that do not have PGP Desktop Email software. "With PGP email encryption, AIA has automated and accelerated procedures that were formerly paper-based and distributed via regular post mail. Documents associated with confidential tenders or board meetings can now be exchanged confidentially without the threat of exposure," says Delikouras.

But what about all those laptops—any one of which might be at threat from data loss? For the AIA managers that travel, PGP Whole Disk Encryption protects all the data on their laptops, safeguarding confidential data during travelling from theft or loss. Policies ensure that even when copied to another device, confidential information remains encrypted. What if a device goes missing? "With PGP Whole Disk Encryption we are assured that the only thing we lose is the value of the hardware—nothing else," says Delikouras. Within PGP Whole Disk Encryption, PGP Virtual Disk enables isolation and protection of specific files with tight access control.

AIA is also using the encryption solution to enforce access privileges depending upon user, department, or level. Prior to encryption, IT administrators could access almost everything. We could not isolate and hide confidential information from the information managers. It was not possible to solve this problem without encryption. "With encryption, information is accessible only to the people who need it. PGP NetShare gives AIA the ability to configure access rights to documents that are accessible by IT."

## Endpoint security from 'one trusted security technology provider'

Following the success of the encryption deployment, the relationship with Symantec has gone from strength to strength. AIA recently swapped out its McAfee endpoint security solution for Symantec Endpoint Protection. "We were really pleased with the Symantec product roadmap. It makes sense to work with one trusted security technology provider," says Delikouras. "Two of the strongest advantages of Symantec Endpoint Protection are its performance and effectiveness. It is an excellent platform for eliminating threats."

Endpoint Protection now protects all 200 servers that support the day-to-day operational services at the airport. Integrating antivirus, firewall, intrusion prevention,

application control, the endpoint security solution monitors an open environment comprising 130 physical and 70 virtual servers, running both Windows and SUSE/Redhat Linux. "Endpoint Protection prevents even the toughest security threats from penetrating the AIA network," says Delikouras. "We can set the security policies from one console, Endpoint Protection is popular with the team, and it provides operational efficiencies such as single software updates, policy updates, and centralized reporting."

Next time you're passing through Athens International Airport, look out for a very satisfied airport IT&T Security Specialist. It might well be George Delikouras.

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### George Delikouras

Head of Information Security  
Athens International Airport, S.A.