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Information Patient Privacy Act (HIPPA) and the Gramm-Leach-Bliley Act for the financial services industry even establish penalties for breaching the privacy of customer data.

Based on 15 years of managing notebook PCs, IT departments have certain expectations regarding how device security should work. Those expectations include administrator controls, standard deployment tools, and advanced password and encryption features. A variety of third-party applications have risen to the challenge, delivering robust security to Palm Powered devices that go well beyond what's originally delivered in the box.

But where are the security applications? "There are a lot of security solutions out there," says Bob Gulino, PalmSource's Group Manager, Enterprise Marketing. "It's not like we've ever had an insecure platform. The developers have created some great programs. But sometimes developers haven't always been able to connect with the enterprise customers who need them."

Gartner's Girard agrees. "Often, they don't know where to go—sometimes your best bet is to go to a shareware page. If your best bet for finding what solutions are available is to go to Tucows, it just doesn't feel like an industrial-grade solution, if you know what I mean."

Solutions Abound

Nonetheless, many solutions exist. TealPoint's TealLock, for instance, is a direct replacement for the weak security in the Palm OS. TealLock includes three passwords—an administrator password, guest password, and a "quick" password that just works once. It includes a wide variety of lock-out options. Users can direct the Palm to lock itself at each power-off, after a specified time, or only during certain hours of the day. For particularly sensitive data, TealLock has a self-destruct mode; it can be ordered to destroy the data on the handheld after a certain number of incorrect password entries.

In essence, TealLock makes the

lock-out feature of the Palm a practical security tool for keeping unauthorized users out, since the program has so many ways to customize the security of the device. Passwords can even be set to expire, making it easy to manage multiple users—some temporary—in an enterprise environment.

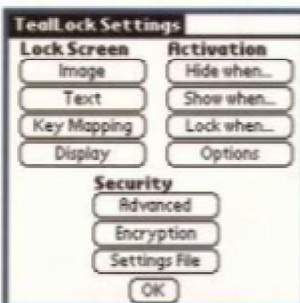
A Corporate Edition of TealLock adds a number of remote administration tools, such as multi-user installation, enforced lockouts, password restrictions, and the ability to unlock devices remotely. TealPoint includes a handful of other features as well. The Palm can be set to display a specific image or text message when locked, and the software goes beyond the built-in security by locking the serial and infrared ports as well.

Another security alternative is PDA Secure from Trust Digital. PDA Secure comes in a variety of strengths—Standard (\$29.95), Premium (\$39.95), and Enterprise (priced by volume). At its core, the program is designed to encrypt data on any PDA, and it requires a password for access. PDA Secure offers users a truly enterprise-level security by encrypting all protected data on the Palm so it can't be read on or off the device without the appropriate password. You can choose from among a half-dozen encryption algorithms, including RC4, Twofish, Blowfish, and XOR.

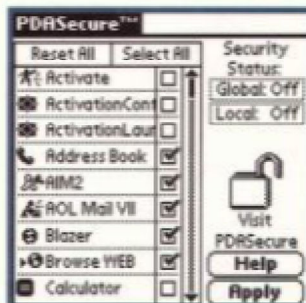
One of PDA Secure's most clever

features, and the capability that makes it stand out from less-powerful security applications, is the fact that you can set both global and application-specific passwords. As a result, PDA Secure can protect all the applications via a single password at startup, or just specific applications via a local password. This gives organizations a lot of flexibility with how to deploy their handhelds. Guest users can get fast and painless access to most applications via a global password, for instance, yet remain locked out from other applications that contain sensitive or private data because they don't know the local password. Alternately, administrators can avoid weighing users down with annoying global passwords just to use their handhelds, but require a local password to enter the company's sensitive CRM applications—thus striking a balance between security and ease of use. Trust Digital offers a companion Policy Editor for the Windows desktop which administrators can use to push security and password policies directly to every PDA Secure-equipped Palm in the organization.

PDA Defense (\$19.95), from Asynchrony, is another device-encryption solution that is similar to PDA Secure. PDA Defense can be set to automatically lock the device or just specific applications. PDA Defense also secures the serial port and IR port, ensuring that the device is rendered inert—there's no



Teal's many lockdown options let you customize what users see when they try to access a locked PDA.



PDA Secure's simple interface makes it easy to encrypt specific applications, leaving the rest of the Palm available for access without a password.

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