AIR InfoTech Implements SafeNet Sentinel HASP HL, Improving Protection against Piracy and Back-Office Operation Efficiency

CASE STUDY

AIR InfoTech, a division of All India Reporter, services over 15,000 researchers, scholars, and academics with their software databases. They began the search for a licensing solution that would meet a variety of licensing needs, including protection, control, and back-office efficiency. The company chose to implement SafeNet's Sentinel HASP HL to protect their highly valuable databases.

The Back Story

All India Reporter (AIR) has been a pioneer in the publishing of High Court and Supreme Court decisions since 1922. The first, largest, and oldest law publishing company in Asia, AIR has been the market leader in the field of law publishing for 80 years. With the changes in technology, the company needed to digitize their publications and create software databases. Established nearly a decade ago, AIR InfoTech has utilized technological advancements to give All India Reporter a strong competitive advantage. The AIR InfoTech software is used by over 15,000 researchers, scholars, and academics in more than 27 countries. Their products allow users to access their extensive databases of court decisions in a user-friendly, searchable way.

The Business Challenge

As piracy became a more pressing issue within the industry, AIR Infotech knew that they needed to protect their valuable databases. "There were a few problems we wanted to solve," explains Sunil Sadasivan, Head of IT & Operations at AIR InfoTech, "the foremost being piracy." The company was also interested in increasing back-office operation efficiency. With more than 15,000 customers worldwide, and growing every day, AIR InfoTech needed to ensure that their back office would continue to run smoothly for years to come. By improving their operational efficiency, AIR InfoTech also wanted to reduce the number of support calls relating to licensing. They began the search for one solution that would be able to meet all of their needs.

Challenge

As piracy became a more prevalent issue within the industry, AIR InfoTech knew they needed to implement a solution to protect their software. They were also interested in increasing back-office efficiency and reducing support calls, as well as avoiding the inefficient process of re-licensing.

Solution

AIR InfoTech chose the SafeNet Sentinel HASP HL solution to protect their databases containing court judgments.

Benefit

Since adding the world-class protection of Sentinel HASP HL, AIR InfoTech no longer has to worry about piracy. The company also improved its back-office operations, causing a dramatic decrease in support calls. AIR InfoTech also realized a new way to offer their products, opening the potential for additional revenue.

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The Solution

For AIR InfoTech, the decision was easy. The company found exactly what they were looking for in SafeNet's Sentinel HASP HL. This solution provides robust IP protection, as well as immense back-office operations efficiency. AIR InfoTech chose to make use of the automatic protection tools that allow them to achieve high levels of data protection and security. In addition, the Sentinel HASP Reporting Module enables the company to generate reports for sales and executive management, saving them time and money. "We chose SafeNet for their world-class protection and licensing solution. The high level of support provided by the technical and sales teams was an added bonus," explains Sunil Sadasivan.

The Implementation

For AIR InfoTech, the implementation process was a breeze. "As our products and databases were already developed, implementation took no time at all. We used the automatic protection, which provides security in only a few minutes. The training given by the SafeNet Technical Support staff was extremely helpful and really allowed us to kick-start the process," states Sunil Sadasivan.

The company has found a partner in SafeNet's Technical Support and Sales teams. While AIR InfoTech knew that SafeNet Sentinel provided a robust protection and licensing system, they were pleasantly surprised by the level of customer service from the support and sales teams. "The support provided by SafeNet's sales and technical teams was absolutely exceptional. Even today, after sale, they stand with us to help resolve any and all business or technical issues," attests Mr. Sunil Sadasivan.

The Results

With the Sentinel HASP HL key, AIR InfoTech not only protects their current revenue but can now discover new offering options. The implementation of Sentinel HASP HL has increased their control over product distribution, stopping the piracy. AIR InfoTech has also discovered new ways of offering their product through time-based and network licensing options.

Back office efficiency has improved, causing support calls to significantly drop. Product upgrades are sent in a simple and secure way, making it easier for customers to update their software. Their customers are also seeing the benefits in the flexibility allowed by Sentinel HASP HL. "Our customers now have the freedom to use our products anywhere they want, as long as they have their token with them," explains Mr. Sunil Sadasivan.

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Sunil Sadasivan,
Head of IT and Operations at AIR InfoTech

About AIR InfoTech

Founded in 1922, All India Reporter has been a longtime pioneer in the publishing of High Court and Supreme Court decisions. With the changes in technology, the company digitized their publications and created software databases. AIR InfoTech, the software division of AIR, was established a decade ago, launching their first software CD in 1997. The AIR InfoTech software is used by over 15,000 researchers, scholars, and academics in more than 27 countries. Their software products allow users to access their extensive databases of court decisions in a user-friendly, searchable way. For more information on AIR InfoTech, visit http://www.airinfotech.in/.

About SafeNet, Inc.

Founded in 1983, SafeNet is a global leader in information security. SafeNet protects its customers' most valuable assets—including identities, transactions, communications, data, and software licensing—throughout the data lifecycle. More than 25,000 customers across both commercial enterprises and government agencies, and in over 100 countries, trust their information security needs to SafeNet.