

Procter & Gamble:

Using Technology to Drive Success in Electronic Records and Business Transactions

Kay Bross, P&G
Sr. PKI Specialist
Information Security & Solutions

The P&G logo is centered within a large, thin-lined square frame. The logo itself is the classic 'P&G' in a bold, italicized serif font.

Procter & Gamble Company

- Company of multiple product categories:
 - Personal & Beauty
 - House & Home
 - Health & Wellness
 - Baby & Family
 - Pet Nutrition & Care

Which Way To Go???



P&G and SAFE Digital Signatures

- SAFE – Signatures and Authentication For Everyone
 - P&G one of eight founding members, 2002
 - Participant in defining the Industry Standard for Dsig
 - Unique member of SAFE
 - Plans to implement within P&G

SAFE implementation @ P&G

- Variety of business units – 2 initial solutions
 - Adobe with SAFE signature plug-in
 - Integration with applications currently in place for .pdf
 - Planned integration for new applications
 - Required format for eCTD documents – simple compliance solution
 - USSI
 - Simple web interface for occasional signing needs
 - Solution option when applications do not interface with Adobe
 - Support for external partner signatures
 - ‘Occasional’ or ‘one-off’ needs for signature

Dsig with Adobe...the education process

- One customer to request a SAFE specific signature block
 - Rapid decision from Adobe to design and own the plug-in
 - Involvement of Ed Chase in understanding SAFE requirements – critical for development timing
- Parallel review of Adobe usage within P&G
 - Analysis showed areas of high use
 - Review of that use: introduction by Steve Kastner and Johnne Brennan to LiveCycle Products
 - LRES led to review of PDFG and Policy Server

Hairstyle is tangled

- Where to start first
 - Electronic Laboratory Notebook (ELN) project
 - Legal acceptance
 - Adobe LiveCycle products heighten identified need in Product Supply – leads to signature discussion
 - Purchasing – manage eContracts
 - Highly restricted data – added security / enterprise alignment options
 - Clinical / Regulatory / Medical Writing

Conditioning the tangles

- Business units evaluating advantage of Dsig with simple implementation solutions
- Opportunity to coordinate some Adobe use – gain efficiency
- Established applications being reviewed for update and advantage of enterprise solution
- P&G SAFE Interest Group being formed to raise awareness / share ideas / use solution tools

Early Results

- ELN Project moving into early phase production with SAFE Dsigns
- IP Legal – accept SAFE Dsigns as equivalent of wet signatures
- Identification of security / legal reasons for adding Dsign is work processes
- Cost savings in coordinating software solutions

The Work Continues...

- Awareness / Review / Expansion of use
- Enhanced security of eBusiness Transactions and eRecords
- Paper storage savings
- Information retrieval increase
-

Kay Bross
bross.ak@pg.com