

Global Financial Firm Standardizes on Voltage SecureMail to Secure Email Communication

PROTECT EMAIL COMMUNICATIONS AND ASSURE REGULATORY COMPLIANCE, WITHOUT DISRUPTING BUSINESS CONTINUITY AND INFORMATION FLOW

Each day in the financial services industry, millions of emails are exchanged between customers, business partners and co-workers. Under pressure from government regulatory requirements to ensure secure communications with its customers and partners, one of the world's largest financial services firms found itself in a quandary: the legacy solution they had installed to secure these communications – which often contain sensitive private or personal information – had failed to provide the level of protection they needed and proved to be very challenging for people to use. What's more, because this legacy solution stored messages on the firm's systems and required them to maintain S/MIME certificates for authentication, it was not very scalable and could only accommodate a fraction of the firm's 200,000 external users, 65,000 internal users, and nearly 7,500 daily emails.

Faced with the daunting task of replacing its existing security solution, the company turned to Voltage Security to both improve security and to ensure regulatory compliance for its external communications. However, Voltage would come to play a much larger security role for this firm. Securing their external communications was merely the initial phase of what turned out to be a long-term relationship with Voltage.

Extending Security from External to Internal Email

After liking what they heard from Voltage Security, the financial services firm's security team conducted an extensive review of both the Voltage SecureMail product and the Voltage Identity-Based Encryption (IBE) technology it utilizes. After several weeks of testing and analysis, the firm concluded that Voltage SecureMail was more secure than its existing solution; due especially to the fact that Voltage does not store any messages or encryption keys. Following a two-week proof-of-concept, the firm decided to deploy Voltage SecureMail company-wide for its external email communications.

Working together with the firm's infrastructure hosting vendor, the Voltage team was able to protect the firm's thousands of external customers and partners with Voltage SecureMail, in a matter of days. Because the Voltage solution does not store messages or keys, the financial firm was thrilled to find that it could support more than 200,000 external users with only four servers – making it dramatically simpler to deploy and considerably cheaper to scale.

Shortly after the full-scale deployment of Voltage SecureMail for external communications, the financial services firm decided to outsource its internal email system to Microsoft using Office 365, triggering the requirement that all internal emails must also be protected. With all email messages and attachments passing through Microsoft data centers, encrypting these files was a must. Turning to Voltage again was the natural thing to do, but how would Voltage work with its outsourced Microsoft Exchange servers? Seamlessly, it turned out. Voltage was able to quickly and easily protect the internal email traffic of the firm's 65,000 users. And, because Voltage SecureMail supports selective encryption, the firm was able to smoothly integrate Voltage into its e-discovery process – thereby improving its ability to comply with audits.

Turning to Voltage for Credit Card Payments and Mobile Security

With both external and internal email communications secured using Voltage SecureMail, the firm embarked on a new phase in its security initiatives: integrating the Voltage solution into the company's single-use credit card payment solution, which enables merchants to control spend and reduce fraud by assigning a unique number to each transaction. Users request a number or numbers through the firm's web-based tool and the system automatically generates and sends the numbers to the merchants. Again, the firm turned to Voltage to ensure the security of these account numbers, seamlessly and easily integrating Voltage into its account payment solution.

Based on the repeated successes working with Voltage Security, the financial services firm recently decided to further expand their use of Voltage for their secure Bring Your Own Device (BYOD) initiative. With Voltage SecureMail Mobile Edition, the firm is extending the security of email communications to the thousands of personal mobile devices used throughout the company, enabling employees to read and send emails securely from their mobile phones and tablets, increasing productivity while ensuring compliance with data protection and privacy regulations.

The Benefits of Knowing Email is Safeguarded Wherever it Goes

After implementing Voltage solutions for safeguarding external and internal email traffic, protecting credit card transactions and securing mobile email communications, the financial services firm was able to ensure privacy and compliance for sensitive information, dramatically reduce costs associated with security and compliance, and significantly increase user satisfaction and productivity.

First, the scalability of the Voltage solution has enabled the firm to reduce the number of systems required to support encryption efforts throughout the organization, which has directly translated to significant reduction of both costs and complexity. What's more, deployment of a single, user-friendly encryption solution across several areas of the company has reduced the number of internal – and external – help desk calls to an average of 10 calls per month. Finally, the firm's security and encryption team has been able to focus on other value-added projects within the company, thanks to the peace of mind that comes with Voltage ensuring comprehensive email security and regulatory compliance.

ABOUT VOLTAGE SECURITY

Voltage Security®, Inc. is the leading data protection provider, delivering secure, scalable, and proven data-centric encryption and key management solutions, enabling our customers to effectively combat new and emerging security threats. Leveraging breakthrough encryption technologies, our powerful data protection solutions allow any company to seamlessly secure all types of sensitive corporate and customer information, wherever it resides, while efficiently meeting regulatory compliance and privacy requirements.

For more information, please visit www.voltage.com.