

Top U.S. bank e-mails over 5.2 million secure e-statements a month

Securely communicate to an increasingly global and diverse customer base with OneWorld Enterprise Encryption, a single solution for both email encryption & encrypted documents.

Executive Summary

Industry: Multinational Financial Services

Location: U.S.

Number E-mail Users: 300,000

Deployment Environment:

- Customer base: 1.5 million recipients
- Mix of encryption methods running on 17 dedicated in-house servers

Challenge:

- Experiencing significant performance issues during peak e-mail volume
- Current system operating at maximum capacity of 68,000 messages per day
- Resource intensive user management
- Lack of business essential multilingual e-mail support

Solution: OneWorld Enterprise Encryption

Result:

- Consolidated e-mail and e-statement encryption into a single infinitely scalable platform solution; processing 480,000 messages per day with capacity to grow
- Reduced required 17 in-house servers to 6 secure private cloud. Each server processing all encryption methods - Secure PDFs, PGP, S/MIME and Web-Mail - in accordance to global business and encryption standards
- Full support for 22 languages, including double-byte languages, addressed growing global user needs
- Simple self-service user management including user enrollment, password management, and user selection of preferred encrypted delivery method

The Challenge

The messaging team at a top five U.S. bank was facing a situation: their current encryption solution was holding back the business from being able to meet customers' expectations for secure communication. The team oversaw e-mail security and e-statement delivery across multiple business units that operated internationally, and was responsible for millions of encrypted e-mails a month containing sensitive financial information.

While the bank had an existing secure e-statement solution, it could not meet the growing demands of the business. Encrypting over 1.6 million statements a month was causing a back log in their systems, as the solution was struggling to handle the mail volume.

An increasingly global customer base was straining its infrastructure, with multiple e-mail encryption solutions required to meet the diverse requirements of their customers. Insufficient multi-lingual support, capacity and throughput bottlenecks, and difficulty in managing the solution were all issues that led the bank to look to the marketplace and ultimately engage Echoworx.

The Solution

Echoworx delivered OneWorld, a PKI driven e-mail encryption solution that supports 21 languages and that can deliver encrypted e-mail through six different delivery methods. Able to take both the needs of the sending organization and the preferences of the recipients into account, OneWorld can deliver encrypted messages over TLS, using encrypted PDF's, PGP or S/MIME keys, encrypted ZIP attachments or to a secure web portal.

OneWorld was developed as a platform, and can be used to respond to a number of use cases. The same software that acts as a gateway solution and ensures no sensitive e-mails leave an organization unencrypted can also be used to automatically encrypt and deliver encrypted statements at industry leading speeds.

A secure, web based centralized management console allows administrators to easily and quickly control encryption policies on the fly, determining what needs to be encrypted and how it should be delivered. OneWorld can scan outgoing e-mails against these policies to help ensure compliance and security, leveraging regular expressions and a hierarchical, admin defined rule set. Policies can be set based on the sender or recipient, the content, subject, or headers in the e-mail.

While end users can simply send an encrypted e-mail with a single click, the policy engine ensures that sensitive information is always automatically encrypted, regardless of whether the e-mail was sent from a desktop or

mobile device. Messages can be routed into the system via SMTP or API to accept both end user generated e-mail and system generated mail.

In addition to being able to intelligently determine the best method of encryption, OneWorld can also use attributes in the message to dynamically brand all outgoing encrypted messages, including language support. The branding capabilities ensure that the recipients understand that the message originated from the sending organization and contains secure information, with instructions in their language. OneWorld can handle multiple brands at a company, allowing for the centralized management of a single solution that can be deployed across different business units.

The Result

The intelligent OneWorld platform has drastically improved the bank's ability to reach its customers and business partners, automatically distinguishing which e-mails need to be delivered via secure PDF with instructions in Japanese, and which e-mails need to be encrypted with the recipient's PGP key, for instance. By consolidating all e-mail encryption into one solution, the bank was able to drastically lower the number of support tickets it receives, as customers are now able to easily manage their own passwords, upload their own keys if they have them, and choose how they would like to receive encrypted information in a way that is most convenient for them.

The solution also increased the oversight they had into their secure mail traffic. Auditing features in the OneWorld solution allow the bank to view which encrypted messages are being picked up when, easing compliance concerns and allowing them to better respond to, and anticipate, their customer's needs for communication. The bank can now also better control its communications, by having the ability to facilitate the migration away from certain delivery methods and towards others, all while remaining in the same solution.

While Echoworx is traditionally a cloud based solution, the bank's security requirements dictated that the solution be installed in their own data centers. As with some of its previous customers Echoworx was able to successfully integrate into the bank's infrastructure, installing the required solution on premise ahead of schedule. Echoworx's servers were able to simultaneously raise capacity while reducing the amount of hardware required by 66%. The solution was designed so that high volume bursts of secure e-statement transmission have no effect on the sending of encrypted e-mails by employees.

The bank now has capacity to send over a quarter million encrypted statements an hour, with zero impact on their mail flow. OneWorld also supports SSO and a host of other enterprise focused features, so the bank can now integrate their encryption platform into their future plans, instead of being held back by it.

The result of the project is that the bank is now able to send out millions of encrypted e-mails every month to an international customer base, with capacity to grow. They've reduced support and CAPEX costs, improved their security posture, and made it easier to securely communicate with their customers - all with a single, scalable solution.

Top bank demands high performance & high volume from single encryption platform.



The Echoworx Advantage

100% Encryption Focused

OneWorld encryption, is the first smart message encryption platform – using six encryption delivery methods, built to ensure the best user experience in securing email, attachments and statements.

The key pillars of OneWorld encryption are security, ease of use, scalability and performance; a well-rounded approach enabling significant business advantages.

Agile. Responsive. Passionate.

Our passionate encryption experts take the complexity out of encryption for world leading enterprises. Proudly protecting 1+ million users and 5000 deployments in 30 countries.

Trusted Root Certificate Authority

Echoworx is a WebTrust audited Certificate Authority (CA) trusted by the Apple and Microsoft CA Programs offering multiple, SSAE 16 SOC2 Type II certified secure, independently operated data centres in the US, Canada, and Europe.

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