



2023

ECHOWORX ENCRYPTION USE CASES

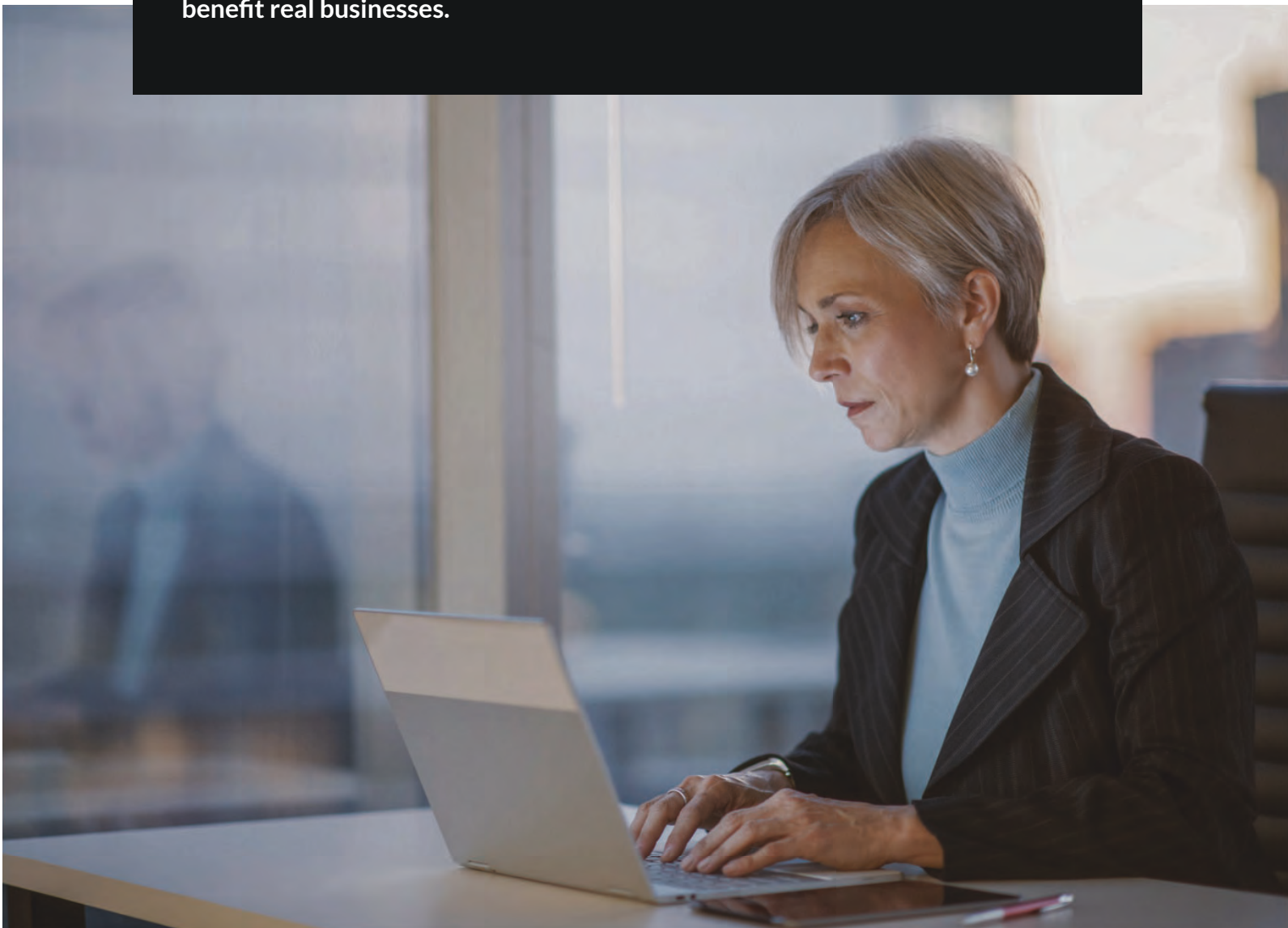
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INTRODUCTION

In today's digital age, email communication remains an essential aspect of our personal and professional lives. However, with the increasing threat of cyber-attacks and data breaches, it has become more critical than ever to secure our sensitive and confidential information.

This eBook explores use cases in which Echoworx Email Encryption has helped benefit real businesses.



STATEMENT SENDING, WITH ROOM TO SCALE

ECHOWORX ENCRYPTION CAN SCALE TO MEET EXPANDING VOLUME DEMANDS

The messaging team at a top five US bank was facing a situation where their existing secure e-statement solution could not meet the growing demands of the business. Lack of sufficient multilingual support, capacity and throughput issues, and difficulty in managing the solution were all issues.

Echoworx has allowed them to scale dynamically, support high volume bulk output and 27 languages. Moreover, they now send over 100 million encrypted messages annually with zero effect on mail flow, all while reducing their support and CAPEX costs.



AT A GLANCE

Challenges

- Existing solution does not meet the growing demands of the business
- Significant performance issues during peak email volume
- Operating at maximum capacity of 68,000 messages per day
- IT resource intensive
- Lacked business essential multilingual email support

CRITICAL SUCCESS FACTORS

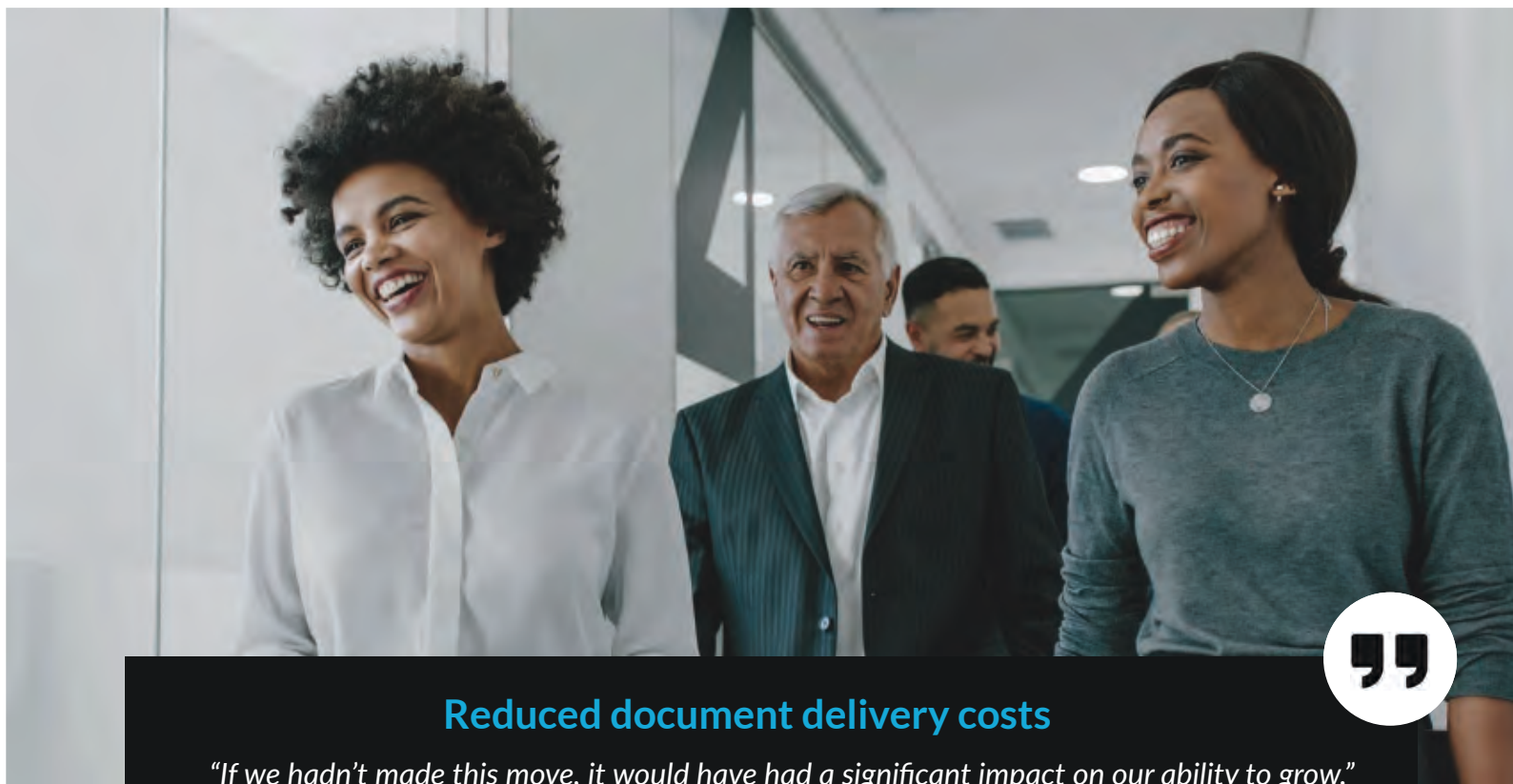
- Scales dynamically; easily supports high volume output
- Full support for 27 languages
- Centralized management, and control over branding

USE CASE

STATEMENT SENDING, WITH ROOM TO SCALE

SOLUTION HIGHLIGHTS

- Consolidated into a single encryption platform
- Reduced 17 in-house servers to 6 secure private cloud
- Reduced downtime; leveraging self-service user management
- Send over 100 million encrypted messages per year with zero effect on their mail flow while reducing support and CAPEX costs



Reduced document delivery costs

“If we hadn’t made this move, it would have had a significant impact on our ability to grow.”

– Senior Vice President of Engineering in the Finance Industry

EXCHANGING INFORMATION USING SHARED MAILBOX

IMPROVE USER EXPERIENCE BY SIMPLIFYING THE PROCESS OF SENDING DOCUMENTS

The Project Manager at a large bank was in search of an email encryption solution that allows for shared folders and mailboxes between users. The challenge was to create a process where customers could send secure messages to employees including sensitive attachments, like a driver's license – without requiring registration, multiple staff actions and prompt emails. Echoworx' support for shared folders, inbound encryption and self-provisioning offered a simple benefit: less time for everyone. The ease of use and streamlined process resulted in a 63% increase in adoption.



AT A GLANCE

Challenges

- Initially went with Microsoft Purview OME but turned to Echoworx due to lack of shared folders in OME
- Current Microsoft 365 solution is an onerous multi-step approach
- Requires actions from multiple staff, sending prompt emails to customers
- Requires registration to an encrypted email service – before being able to access and return requested documents safely

CRITICAL SUCCESS FACTORS

- Document sending simplified through shared folders/ mailboxes between users
- Streamlined process resulted in 63% increase in adoption

USE CASE

EXCHANGING INFORMATION USING SHARED MAILBOX

SOLUTION HIGHLIGHTS

- Custom shared folder support, send replies to shared mailboxes with reply-to
- Using any device, they can easily compose a secure message and include sensitive attachments without any prompts from organization end
- Portal self-provisioning allows secure communication without initial 'push'



Companies seek specific capabilities to mitigate risk

For increased loyalty and trust, inbound protection investments take the lead totaling 88%, with secure guest messaging and inbound information protection combined.

UNIQUE BRANDING APPLIED AUTOMATICALLY

STAND OUT FROM THE COMPETITION WITH EXTENSIVE AND DYNAMIC BRANDING SUPPORT

A pharmaceutical distributor needed to easily change their email branding every time a new drug trial began. Limited to the use of a single logo and color alongside expensive supplementary security packs and necessary design services, led the project team our way. With the quick web-based branding offered by Echoworx, they can now apply unique visual brand identities on demand, ensuring the right messaging is presented in a matter of minutes, on a message-by-message basis.



AT A GLANCE

Challenges

- The existing solution limits branding to specific defined spaces accommodating one logo and a single brand color
- Regional and corporate customizations are required to subscribe to expensive supplementary security packs or design services

CRITICAL SUCCESS FACTORS

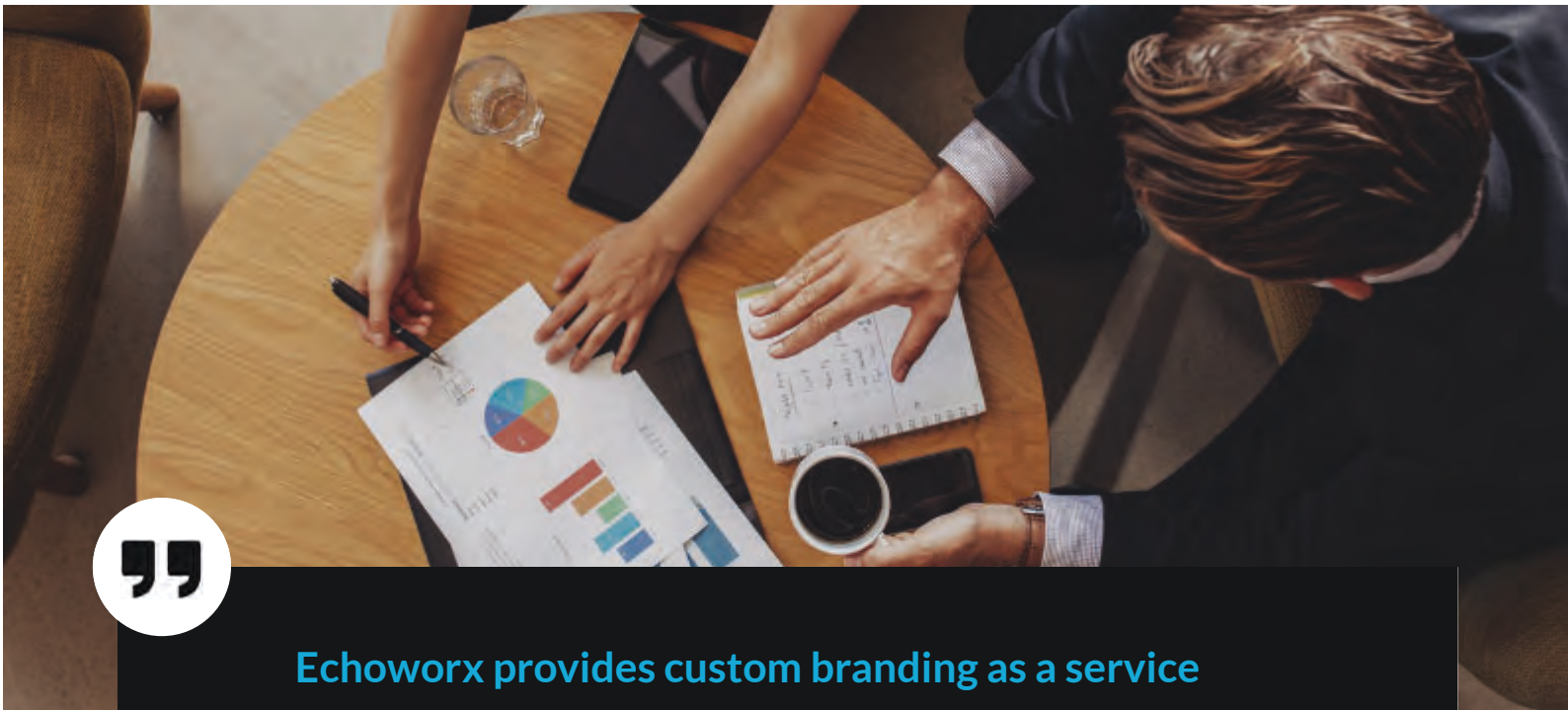
- Extensive control over branding and language preferences
- Support per message, regional and department specific customizations to prioritize and target communications

USE CASE

UNIQUE BRANDING APPLIED AUTOMATICALLY

SOLUTION HIGHLIGHTS

- Echoworx offers unlimited branding for unique visual brand identity to help build relationships and stand out from the competition
- Organizations can apply their unique brand elements automatically, on a message-by-message basis
- Support for 27 languages included out-of-the-box with Echoworx Email Encryption



Echoworx provides custom branding as a service

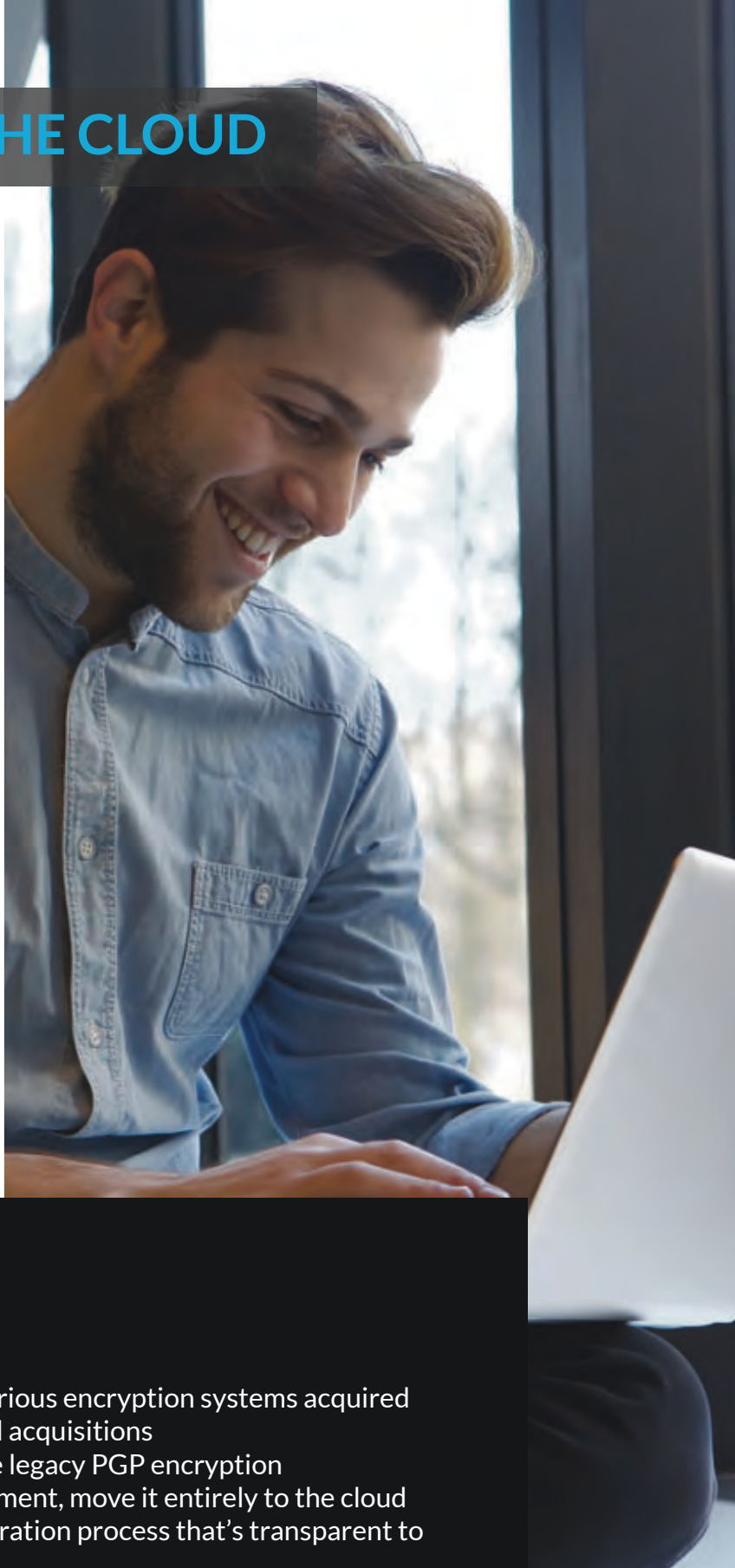
“Our old encryption platform offered what we could call rudimentary branding, but what Echoworx did for us was much more sophisticated and included features such as multiple language support.”

— Senior Vice President of Engineering in the Finance Industry

HANDLING PGP IN THE CLOUD

TAKE PGP TO THE CLOUD WITHOUT HASSLES OR BUSINESS INTERRUPTIONS

The system administrator at a large financial institution was tasked with integrating PGP on premises email, acquired through MAs, into a centralized cloud-based solution. The solution would need to service other popular encryption delivery methods and be available in multiple jurisdictions. Migration service interruptions were not to be tolerated and difficulty in managing the solutions were all issues. With Echoworx, PGP is just another delivery method, allowing for centralized management from a single solution, deployed across jurisdictions and business lines. No downtime was required or business interruptions.



AT A GLANCE

Challenges

- Need to integrate various encryption systems acquired through mergers and acquisitions
- Eliminate on premise legacy PGP encryption
- Simplify key management, move it entirely to the cloud
- Need a seamless migration process that's transparent to users
- Solution must be jurisdictionally aware

CRITICAL SUCCESS FACTORS

- Integrating PGP into one centralized cloud-based solution
- Scalable solution that's jurisdictionally aware

USE CASE

HANDLING PGP IN THE CLOUD

SOLUTION HIGHLIGHTS

- Echoworx supports cloud certificate encryption/decryption as well as access to other popular encryption delivery methods.
- Migrated PGP to the cloud – in bulk – for both internal and external users
- To scale to sudden increases in message volume, Echoworx email encryption is deployed as a high availability cloud configuration



Cloud and SAAS take top spots in security strategies

64% of technology leaders have PGP certificate encryption on their cloud migration roadmap. This figure increased 2X for organizations over 1000 in size.



ATTACHING NATIVE FILE FORMATS

REPLACE MANUAL PROCESSES WITH BRANDED AUTOMATION

A national insurance agency was looking to finally go paperless and reduce their manual processes. It was important for them to easily send attachments encrypted in their native file formats (PDF and MS Office DOC attachments) directly to customers. An inconsistent experience, manual multi-step process, and lack of adoption led the agency to seek our help. Using Echoworx the agency was able to automate encryption for native Office and PDF documents, support branding and provide self-management. They achieved their transition to paperless with significant cost savings.



AT A GLANCE

Challenges

- Digital document initiative to replace manual steps
- Paperless transition required to eliminate expense and delay of post mail statements
- Interim solution for senders to manually encrypt and email ZIP files creates friction for both senders & recipients
- Attempted OME with mixed results (inconsistent experience for recipients)

CRITICAL SUCCESS FACTORS

- Echoworx automates encryption of attachments only with consistent & fully branded experience
- 100% paperless transition with significant TCO savings

USE CASE

ATTACHING NATIVE FILE FORMATS

SOLUTION HIGHLIGHTS

- Echoworx encrypts DOC and PDF documents natively through policy – no sender steps (still supports ZIP)
- Echoworx' self-serve Portal reduces calls to internal helpdesk, frees up resources and makes the process faster
- Consistent, branded experience, using any device, they achieved at-rest encryption in the remote inbox, while message body is immediately available with simple instructions



Organizations expect more from their email encryption

As digitization efforts accelerate, organizations expect more from their email encryption solutions, with 65% looking to cut valuable IT resources committed to managing them.

ECHOWORX™

IT PAYS TO BE SECURE

Echoworx protects the privacy of people and businesses throughout the world by making email data protection easier. Our customizable email encryption platform helps organizations easily share protected email, statements, and documents from anywhere and from any device. Our passionate encryption experts transform communication chaos into order for world leading organizations who understand — it pays to be secure.

Encryption is an investment in brand, maximizing competitive advantage.

Clients in 30 countries use Echoworx and more than 5,000 business, public sector, and institutional deployments are serviced through our data centers in the U.S., Canada, Germany, Ireland, and the U.K.

For more information visit www.echoworx.com