ECHOWORX

Top U.S. bank emails over 20,000 secure documents an hour, with room to grow.

Increasing Core Business Profits

Top Banks seeking alternatives switch to Echoworx

Executive Summary

Industry: Financial Services
Location: U.S.
Number of Email Users: 50,000+

Solution

Echoworx Email Encryption Platform

Challenge

- Significant performance issues during peak email volume
- Operating at maximum capacity of 68,000 messages per day
- Resource intensive

Solution

- Consolidated into a single encryption platform
- Processing 480,000 messages per day with room to grow
- Reduced 17 in-house servers to 6 secure private cloud
- Full support for 22 languages

- Reduced downtime. Leveraging self-service user management
- Increased digital delivery of secure documents Accumulating to a three-year cost savings of over $1.5M

Challenge

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

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

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.

Leading Banks use Echoworx to better communicate with customers

Solution

Echoworx delivered OneWorld, a PKI driven email encryption solution that supports 26 languages and can deliver encrypted email through five different delivery methods taking 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, or to a secure web portal.

Echoworx email encryption 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 emails leave an organization un-encrypted, 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. Echoworx can scan outgoing emails against 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 email. While end users can simply send an encrypted email with a single click, the policy engine ensures that sensitive information is always and automatically encrypted, regardless of whether the email 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 email and automated, system generated mail.

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

Top Banks email millions encrypted statements an hour, with room to grow

Result

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

The solution also increased the oversight they had into their secure mail traffic. Auditing features in the Echoworx 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 bases' needs for communication. The bank can now also better control its communications, by now having the ability to facilitate the migration away from certain delivery methods and towards others, all while remaining in the same solution / environment.

While Echoworx encryption is traditionally a cloud based solution, the bank's security requirements dictated that the solution be installed in their own data centres. As with some of its previous customer's Echoworx was able to successfully integrate into the bank's infrastructure, installing the required solution on premise ahead of schedule. Echoworx' servers were able to simultaneously raise capacity while reducing the amount of hardware required (bank went from 17 servers to 6). The solution was designed so that high volume bursts of secure e-statement transmission have no effect on the sending of encrypted emails by employees. The bank now has capacity to send over a quarter million encrypted statements an hour, with room to grow, with zero effect on their mail flow.

With one solution the bank is now able to send out millions of automated encrypted statements every month, with capacity to grow, and enable their different business units to better communicate with their customers, all while reducing support and CAPEX costs.

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About

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

The Echoworx Advantage
Enterprise Focused. 100% pure-play encryption provider.
Product Company. SaaS Business Model.

Agile. Responsive. Passionate.
Private Canadian Company. Global Reach.
Data centers in the US, UK, Germany, Ireland and Canada.

Trusted Root Certificate Authority
AICPA/CICA WebTrust Certification, SOC2 Audit, PCI DSS Level 1 Certification, FSQS and Microsoft and Apple Root Member Certifications.
Yearly renewal rate of 97%.

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