

U.K. bank modernizes
encryption, seamless
to millions of customers.

Top Banks simplifying IT infrastructure switch to OneWorld

Executive Summary

Industry: Financial Services

Location: U.K..

Number of Employees: 8700

Solution

Echoworx Email Encryption Platform

Challenge

- Eliminate on premises legacy PGP encryption
- Simplify key management - migrate entirely to the cloud
- Require multiple locales for compliance requirements

Solution

- Consolidated email encryption into a single infinitely scalable cloud-based platform
- Centralized PGP key management
- Existing PGP users maintained familiar tools

- Zero in-house encryption resources required
- Access to additional delivery channels: Encrypted PDF, PGP, S/MIME, Web Portal, TLS and Secure Attachment
- Support for 26 languages
- Available in 13 locales

Challenge

The messaging team at a large financial institution was tasked with integrating various legacy on premises email systems, acquired through mergers and acquisitions, into a centralized cloud-based email infrastructure. To accomplish this, the team was not to disrupt any existing PGP-dependent relationships or invest in any additional resources to building and maintaining an enhanced system – a system needing to accommodate five million customers.

The solution would also need to accommodate their existing daily encrypted email volume demands and scale up as requirements increased. In addition to making PGP encryption available to the new organization, the solution would need to service other popular encryption delivery methods. Encryption methods would need to be chosen and applied based on a list of customizable policies –including jurisdictional rules.

Integration would need to be accomplished in a transparent and seamless manner – for both internal and external users. Business or service interruptions were not to be tolerated throughout the process and difficulty in managing the solutions were all issues that led the bank to look to the marketplace and ultimately engage Echoworx.

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Solution

Echoworx enabled the migration of PGP to the cloud via its email encryption platform. Echoworx email encryption handles all the intricacies of PGP – to ensure a seamless experience for the sender not unlike any other delivery channel option. Regardless of what email system is being used, from Microsoft Office 365 to Lotus Notes, the sending experience is frictionless – ensuring the organization can securely communicate with customers.

PGP key management is migrated to the cloud as well. Users who had PGP keys prior to the migration are given the opportunity to upload their key pairs securely to the cloud, or to have the system create and manage a new key pair on their behalf.

To scale to sudden increases in message volume, Echoworx email encryption, leveraging their Security Cloud Services, is deployed as a high availability configuration. Each instance can process tens of thousands of messages per hour.

Messages flow securely into a queue, and are encrypted by Echoworx. For increases in message volume, Echoworx email encryption can be scaled by adding one or more OneWorld instances, with email traffic load balanced across all available instances. Or separate message queues can be formed, based on the message source and routing. This enables maximum secure message output without disrupting normal message flow.

Top Banks modernize encryption seamlessly for millions of customers

Result

With Echoworx email encryption, PGP became just another delivery method for the financial institution, with no additional hardware, software or staff required. Echoworx simply decommissioned their in-house PGP servers and complex desktop software and replaced it with a single consolidated system.

Working seamlessly with their existing email infrastructure, senders could now send encrypted messages without any change to behaviour and any impact on user experience. In their eyes, PGP still existed, but was simplified, made more effective and became nearly invisible to the sender.

In addition to its PGP capabilities, the financial institution gained all the benefits of Echoworx email encryption platform – including 26 languages supported out-of-the-box. The branding capabilities ensured that their recipients understood that the message originated from them and contained secure information, with all instructions in their language. Echoworx also enabled them to handle multiple brands at a time, allowing for the centralized management of a single solution that could be deployed across their different business units. And with deployments in multiple jurisdictions, through Echoworx Security Cloud Services, they are able to ensure messages originating in the U.K. are not being stored in the U.S. or vice versa, meeting their compliance requirements.

Using one solution, the Echoworx encryption platform, this financial institution could now communicate seamlessly in the cloud with its customer base via PGP or with other popular encryption methods in use today – Encrypted PDF, PGP, S/MIME, Web Portal, TLS and Secure Attachment – ensuring no message went undeliverable.

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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 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.

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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