

Who: Leading Financial Company

Install Size: 25,000+ mailboxes

System: Exchange 2003

“MessageGate Policy Enforcement provides the tools we need to be proactive rather than reactive with our email controls and message management. We are no longer chasing down issues, but rather stopping them at the forefront. It is saving us considerable time and has paid for itself with savings in hardware, system load, reduced downtime, and most importantly peace of mind.”

**– VP of Email Infrastructure
Leading Financial Company**

When it comes to technology, companies in the financial industry tend to be early adopters. In today’s market, email communication continues to see the most scrutiny by regulators, primarily because it is so easy to have accidental breaches. This is one area that financial companies have had to focus on – from understanding how email is being used within their organization to making sure proper controls are in place through software solutions and education.

One leading financial company didn’t want to just “meet the standard.” This company wanted to take their email controls to the next level to protect their customers, their employees and the company as a whole. Early on this financial company was a pioneer in understanding regulations and making sure they were doing the “right thing.” Unfortunately they soon discovered that the software solution they installed to help with email controls was a little backwards. Sure it could tell them where they needed to educate employees around email usage. It could also tell them “date, time, and who” when a violation occurred. But it could not proactively prevent restricted or confidential information from being sent outside the company or from being sent to the wrong individual or group within the company.

CHALLENGE

The VP of Email Infrastructure turned to MessageGate to help take their email security and controls system from “reactive” to “proactive,” ensuring that their company and its customers were protected. He wanted to make sure he was implementing a complete solution that could be customized to meet the rigorous requirements he had developed which included the management of:

- **Email Disclaimers:** manage multiple disclaimers for different groups within the company as well as employees falling into more than one group.
- **Inbound Email Filtering:** block targeted phishing scams, spear phishing and targeted company-specific spam meant to disparage the company to its employees and/or customers.
- **Email Attachments:** scan email attachments for sensitive information, determine whether the attachment must be blocked, encrypted or reviewed.
- **Encrypt Attachments:** identify which documents require encryption, and send to an encryption gateway prior to the mail being sent.

- Custom Policies: develop company specific policies, scanning for specific items within documents.
- Archived Email Attachments: identify encrypted emails and route the mail to a decryption engine prior to archive ingestion.
- Ethical Walls: ensure that specific groups and individuals are not communicating via email, either intentionally or accidentally through forwarded email and group lists.

MESSAGEGATE BUSINESS BENEFITS

MessageGate Policy Enforcement was the only product that could specifically satisfy all of the requirements and customization needs for the financial services company. Policy Enforcement provided an active and preventative approach that enabled the financial services company to not only comply with government regulations (including SEC Rule 17a-4, SOX, and FRCP), but also simplified an email management nightmare. The company can now proactively manage email content from over 2 million inbound and outbound messages per day, in real-time, compared to the old process of post-incident reporting.

With over 25,000 mailboxes supported, running Exchange 2003 and Linux, the system was up and running in less than 3 days. MessageGate Policy Enforcement seamlessly integrates with the company's existing systems including Liquid Machines, PGP, Postini, Symantec and Vontu to greatly reduce load and extra server costs.

Using MessageGate Policy Enforcement, the financial services company has developed a highly efficient system for email controls including:

- decrypting email attachments for the archive
- managing ethical walls for various groups and individuals
- filtering inbound email to prevent specific types of targeted phishing attacks
- building ethical walls around who can and cannot communicate via email, based on content and context
- managing email based on email disclaimers where the sender is often a member of more than one group
- implementing complex email actions, enabling the discovery of specific items or content within an attachment (such as a ss# or other personally identifiable information) to determine if email should be encrypted, blocked or reviewed.
- Enabling end-users and supervisors to review, confirm or reject questionable mail prior to send

With the MessageGate system in place, the financial services company estimates they have more than paid for the software within three months of installation. "MessageGate Policy Enforcement provides the tools we need to be proactive rather than reactive with our email controls and message management. We are no longer chasing down issues, but rather stopping them at the forefront. It is saving us considerable time and has paid for itself with savings in hardware, system load, reduced downtime, and most importantly peace of mind."

MESSAGEGATE SOLUTIONS

Policy Enforcement

MessageGate® Policy Enforcement enables companies to analyze emails, including attachments in real-time, and set flexible guidelines to enforce compliance between regulated and non-regulated business entities. Policy Enforcement helps to enforce corporate email policies, prevent intentional or inadvertent breaches, and mitigate insider threats. By delivering a flexible policy engine, numerous message dispositions, and policy-specific content, Policy Enforcement enables companies to proactively manage their messaging flow to protect corporate secrets, prevent inappropriate communications or behavior, and ensure that sensitive information is not released.

Archive Categorization

MessageGate® Archive Categorization is a specific configuration of Policy Enforcement that categorizes emails before sending them to the Archive. Each message is tagged with configurable information such as department codes, project codes, litigation holds, privileged tags, etc. to intelligently classify and categorize email before it gets to the archive, making retention and retrieval activities more efficient and cost-effective. It integrates with all major archive vendors, aids in FRCP compliance and helps to significantly reduce storage costs.

Activity Profile

MessageGate® Activity Profiles or MAPs provide companies with detailed visibility into their current messaging traffic and email archive contents, outlining where they are exposed to risk and providing insight into unnecessary costs. A MAP compares actual email usage within your organization to your policies and other best practices. This visibility includes information on compliance risks, operational inefficiencies, cost savings opportunities, and the company's current need for action.

ABOUT MESSAGEGATE

MessageGate provides enterprise email controls for corporate risk management to leading companies world-wide. MessageGate's software solutions help companies cope with threats, improve archival and retrieval activities, and ensure proper email usage across a variety of industries. MessageGate's offerings include: MessageGate® Activity Profile (MAP), MessageGate® Policy Enforcement, and MessageGate® Archive Categorization.

For more information on how you can leverage MessageGate's solutions, please contact sales at 1-877-544-8500, sales@messagegate.com or visit www.messagegate.com.