

To protect its customers' privacy and to comply with the Gramm-Leach Bliley Act (GLBA), Fidelity Federal began looking for a secure messaging solution.

To protect its customers' privacy and to comply with the Gramm-Leach-Bliley Act (GLBA), Fidelity Federal began looking for a secure messaging solution. Among other things, the GLBA requires that financial institutions protect any email that includes NPI when sent externally to affiliates.

Initially, Fidelity Federal experimented with a software product for secure messaging. However, they found that they had to load and manage this software on every PC. The product also required their users to manage their own encrypted keys. The product was extremely rigid. All emails had to either be sent encrypted or sent with no encryption. There was no flexibility to selectively pick which emails went securely vs. unprotected.

It didn't take long for Fidelity Federal to realize that the product was far too complex for users and network administrators to use and/or manage. Users becoming technical security experts was not what management had envisioned. It also became a support burden in terms of training and dealing with configuration issues for their users.

Management's challenge was to find a solution that would allow Fidelity Federal to communicate securely with customers and banking affiliates, while minimizing the learning curve for everyone involved.

"One of our main goals in selecting a product was to find a solution that would not impose extensive technical learning requirements on users," said Joseph Cormier, Network Services Manager for the bank. "We also wanted to eliminate the need for manual key management."

Another challenge faced by Fidelity Federal was to find a product that would be compatible with their existing network infrastructure.

Another challenge faced by Fidelity Federal was to find a product that would be compatible with their existing network infrastructure. Their network included client/server email applications and security applications such as anti-virus, anti-spam, content filtering, and a firewall. The anti-spam and content-filtering products in particular would need work effectively with the secure messaging product. They would need to work together to make sure that all emails with NPI were sent securely.

The GlobalCerts Solution: The SecureMail Gateway™ for secure messaging

Fidelity Federal's management selected GlobalCerts because they found that the company had a lot of experience in helping other financial institutions comply with GLBA. They also found that tens of thousands of users secure their email on a daily basis with the GlobalCerts solution.

Fidelity Federal's management chose to deploy the GlobalCerts SecureMail Gateway because it would offer them strong secure messaging, and it would enable them to communicate securely with both their customers and their banking affiliates. The SMG also provided an important feature called SecureTier™ that automates digital certificate management services. This feature significantly reduced administrative burden by eliminating the need for manual key management.

The SecureMail Gateway provides strong reliable secure messaging. The SMG is easy to use and requires no specialized skills to use or manage. The SecureMessenger™ feature simplifies secure messaging with any external recipient who has a web browser. The SecureMail Gateway is implemented using widely accepted industry standards to ensure compatibility with other email products, and to ensure product longevity. This means that the SMG is completely compatible with the industry's most popular client/server email applications (e.g. Microsoft Outlook/Exchange, Novell GroupWise, etc). The GlobalCerts' appliance [SMG] makes the transition for network users virtually transparent. Further simplifying network integration, the SMG is also compatible with the industries most popular anti-virus, anti-spam, content-filtering and firewall products. The initial configuration is also made simple. Using system defaults makes the installation of the SMG a breeze, allowing installation to take place very quickly. Very little follow-up configuration is required. The SMG is an appliance solution. This means that absolutely no desktop software is required; hence making deployment fast and extremely easy.

Fidelity Federal's management selected GlobalCerts because they found that the company had a lot of experience in helping other financial institutions comply with GLBA. They also found that tens of thousands of users secure their emails on a daily basis with the GlobalCerts solution.

Achievements: Secure messaging and GLBA compliance

Fidelity Federal now uses the SecureMail Gateway to communicate securely and seamlessly among all their customers and banking affiliates. Fidelity Federal also uses the SecureMessenger feature to communicate securely with customers who want to send them email inquires that include NPI. These customers simply need a web browser to communicate securely with the bank. Using the SecureMail Gateway, Fidelity Federal is now compliant with GLBA when sending NPI related emails. The SecureMail Gateway also offers extensive product compatibility, allowing it to be successfully integrated within Fidelity Federal network infrastructure. The SecureMail Gateway is used very effectively with their anti-spam and content-filtering products to ensure that all NPI related emails are sent out securely.

GlobalCerts can help your company minimize regulatory risks as well as business liabilities, while helping you to reduce operating costs and improve the efficiency of your organization.

GlobalCerts can help your company minimize regulatory risks as well as business liabilities, while helping you to reduce operating costs and improve the efficiency of your organization

"Strong security, ease of use and ease of deployment were critical factors in our decision to choose the GlobalCerts' solution," said M. Anita Mixon, Senior Vice President, IT Director for the bank. "The SecureMail Gateway completely met our requirements. Users continue to send emails as they always have; only now they are sent securely."

Value Statement

GlobalCerts can help your company minimize regulatory risks as well as business liabilities, while helping you to reduce operating costs and improve the efficiency of your organization.

The SecureMail Gateway can make a significant contribution to your organization. The SMG provides the simplicity of management and operation, while enabling an easy integration with existing email and security applications that is unmatched in the industry. This simplicity and ease of integration provides your organization with considerable value, particularly when weighed against the value of the information you need to communicate.

The SecureMail Gateway makes it simple to send secure messages to anyone anywhere. Tens of thousands of users secure their emails on a daily basis with the field-proven GlobalCerts' solution. Contact us to learn why the SecureMail Gateway is fast becoming the financial industry's standard for secure messaging, and let us help your organization meet regulatory compliance.

Simply
Securing the Future



100 South Street West
Charlottesville, Virginia 22902
434-245-5300
866-868-2747 (Toll Free)
www.globalcerts.net