Messageware

Credit Union Outpaces Industry Security Standards, Enhances Email Security With Messageware AttachView

TruWest
Credit Union

www.truwest.org

Industry:

Banking

Challenge:

Enhance security presented when employees open work-related email attachments on non-secure PCs

Products:

Messageware AttachView for Microsoft Exchange

Key Benefits:

- Safeguard company information from un-authorized access
- Faster attachment viewing
- Prevent downloading attachments to non-secure devices
- Enforce corporate security policies
- Simple enterprise deployment

SITUATION

Managing risk is a primary concern for any financial institution–but TruWest Credit Union's devotion to data security has always been exceptional. As far back as 1999, the Arizona-based institution was implementing security controls for its applications and online resources that would not become industry standards until years later.

In 2006 this commitment to strong security led TruWest, one of the Western U.S.'s leading credit unions with 60,000 members and locations in Phoenix and Austin, Texas, to a new challenge. At the time, the institution was working with a reseller to install Web-based email capability for administrators who traveled or otherwise worked outside the office. Outlook Web Access (OWA), Microsoft's Web email client, was the obvious choice–but as Tom Gessel, Senior Vice President and Chief Technical Officer, explained, there was a concern.

"On occasion, sensitive data in the form of email attachments would undoubtedly be pushed out to OWA users. If even one user inadvertently allowed member information to reach unauthorized individuals, data could be compromised," he stated. "Microsoft protects the most common types of Microsoft Office documents, but many other non-Office attachments would be vulnerable. We needed to aggressively develop a solution to close the gap."

TruWest expressed its misgivings to its reseller. Unless a way could be found to protect opened, viewed and/or locally saved file attachments, the ability for users to view needed business attachments would be severely restricted.

SOLUTION

Fortunately, a search of possible alternatives uncovered Messageware's AttachView. According to Gessel, the product's security approach addressed TruWest's email attachment security goals.

"AttachView is a simple, effective yet iron-clad solution," he said. "It met every one of our concerns."

AttachView uniquely protects enterprises from attachment risk by converting files into secure HTML pages. Over 400 file types, including all common Microsoft Office files, are included. By creating HTML equivalents, users may view virtually any attachment—including embedded messages—yet without transferring the information only the local computer where it can be viewed or downloaded by others. System administrators can set rules that control the user's ability to open, view or print attachments based on location, user and device.

"Once we evaluated AttachView, we had no reason to look at anything else," noted Alan Short, Network Systems Manager for TruWest, adding that the product offers both speed and convenience. "It's easy to review documents in AttachView. If an attachment has 100 pages, for example, there is an index so you can thumb through the pages very fast. AttachView's marginal bandwidth requirement also really helps–it's a very speedy product."

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RESULTS

Gessel reported that installing AttachView was uneventful, and that training employees in using the product was similarly smooth. "We conduct annual mobile security training for our smartphone, laptop and OWA users. People realize that we have obligations to our members and to regulators, so they understand the security restrictions," he stated. "AttachView is designed for viewing files–if they have to edit a document, they know that they need to use a resource at the office. It's simply part of our standard practices."

Recently, TruWest Credit Union upgraded its email server to Microsoft Exchange 2010. AttachView came along as well. "The transition to AttachView 2010 was as smooth as glass, as expected," Short noted.

Messageware's AttachView is a key component of TruWest's OWA infrastructure, ensuring that its high standards for email and email attachment security are consistently achieved.

"AttachView does what it advertises. It closes a significant area of risk for our organization," Short concluded. "It works and works well–which is pretty much the end game for us."

ABOUT MESSAGEWARE

Founded in 1993, Messageware develops and markets solutions that enhance and secure Outlook Web Access. A trusted Microsoft Gold Certified Partner and a Global Exchange ISV for 15 years, our applications give companies of all sizes the ability to enhance, secure, and customize OWA.

Messageware solutions give organizations a greater return on their Microsoft Exchange investment through increased employee productivity and reduced support and IT administration costs. Messageware products are used by over 2,500 enterprises and four million users worldwide, from Fortune 500 companies to small businesses, in every industry including banking, education, financial services, government, healthcare and legal services.

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