



A Trusted Choice

Bank Rhode Island looks to ZixCorp for email encryption

When Bank Rhode Island was looking for an email encryption service for communicating with customers and business partners, it turned to ZixCorp for the answer.

“I wanted an encryption solution targeted to the financial services market that needed very little investment in human capital and resources to set it up and minimal maintenance after that. Ease of use and ease of installation were key,” said Don Morash, Vice President and Information Security Officer for Bank Rhode Island. “That’s what ZixCorp delivered.”

The fact that the FFIEC agencies rely on ZixCorp for their email encryption was icing on the cake.

“What sold me was that ZixCorp has the federal regulators as customers,” said Morash. “If they’ve chosen ZixCorp, then obviously their email encryption service really works.”

Bank Rhode Island, founded in 1996, is a full-service financial institution with 16 branches across the state. With \$1.5 billion in assets and 270 employees, it’s a mid-sized bank with a business focus, priding itself on meticulous customer service. “We’re a community bank that really understands our clientele,” said Morash. “And in terms of protecting their information, we err on the side of caution.”



“If everybody were using the ZixCorp solution – if it became the world standard for email encryption – that would be great. Then nobody would have to worry about whether their email is secure.”

– Don Morash, Vice President and Information Security Officer
Bank Rhode Island



At a glance:

- Bank Rhode Island

Company Background:

- A full-service financial institution founded in 1996
- Mid-sized, service-oriented bank with a business focus
- 16 branches in Rhode Island
- \$1.5 billion in assets
- 270 employees

Issue:

- Needed email encryption to send sensitive data to customers and business partners

Solution:

- ZixCorp’s Email Encryption Service

Benefits:

- Secure messages sent directly to recipient’s email inbox
- Branding on encrypted emails
- No additional software or training required
- Transparent to end users

The ZixCorp solution allows the bank to leverage the efficiency of email communication while ensuring the appropriate controls protect sensitive information while it's in transit. "With this solution, we can permit electronic exchange of data because we know it's secure," said Morash.

The ZixCorp email encryption service lets organizations like Bank Rhode Island instantly plug into the ZixDirectory, the largest email encryption directory in the world, with more than eight million protected email addresses and growing at more than 60,000 new members each week. Once connected, users send and receive secure emails transparently, without having to understand encryption keys. ZixCorp provides automated key management for all of its customers in a wide variety of industries such as financial services, healthcare, and government.

Morash appreciated the power and reach of the ZixDirectory when he realized that many of Bank Rhode Island's business partners were also ZixCorp customers. "Our check item processor is M&I Corporation. Because they've also implemented the ZixCorp service, all of our email correspondence is automatically encrypted. This is a huge bonus," he said. "And a number of our other partners are linked too – making the whole process very transparent."

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Morash says all confidential information is encrypted, including bank account and credit card numbers as well as any data about strategic plans or loan and lease packages. "Protecting our clients' information is our top priority. Regardless of the regulations out there surrounding privacy, it just makes good business sense to do that," he said.

"Companies that consider security and privacy critical to their bottom line call on us to encrypt their sensitive emails," said Nigel Johnson, ZixCorp's Vice President of Product Management. "The FFIEC agencies use ZixCorp, and we are recommended by the Conference of State Bank Supervisors as the proven option for email encryption."

Morash, who says unencrypted email faces the peril of disappearing in a "black void" where anybody could gain unauthorized access to it, believes that email encryption is something that all companies should consider implementing.

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ABOUT ZIXCORP

ZixCorp provides easy-to-use-and-deploy email encryption and e-prescribing services that protect, manage and deliver sensitive information to the healthcare, finance, insurance and government industries. ZixCorp's hosted Email Encryption Service enables policy-driven email security, content filtering and send-to-anyone capability. Its PocketScript e-prescribing service provides point-of-care access and transmission of patient and payor data that improves patient care, reduces costs and improves efficiency.

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