

Privacy For Customers, Security For Partners

INTEGRO INSURANCE BROKERS

Integro Insurance Brokers creates risk management solutions for large and complex institutional risks. As a broker agency connecting some of the world's wealthiest individuals to the insurance companies, financial firms and markets that are instrumental in managing risk, Integro necessarily puts a premium on discretion, privacy and highly attentive customer service. So when the company began planning its IT strategy and architecture as it opened its doors for business in 2005, one of its highest priorities was having the capability to secure email communication between clients, partners and internal staff.

“Simply stated, we tailor our technology to best serve our clients,” says Fred Danback, chief information officer at Integro. “We have constructed our platform from the ground up with the needs and conveniences of the client as our foremost concern. A secure communications channel is a big part of the total picture, because it says to our clients that Integro conducts its business with the highest standards of privacy. In our industry, establishing and maintaining a reputation for better service is an effective way to differentiate our offerings and build our business.”

The dilemma facing Integro's IT team was how to implement a secure email system that could accommodate its widely dispersed and highly mobile workforce. Many Integro brokers and executives use handhelds extensively, which meant they need to have encryption capability at the handset or applied at the network according to set policies. Additionally, Integro clients had to be able to receive, read and respond to encrypted email without downloading or installing additional software.

A Clear Choice

For any major technology purchases, Danback and his team normally go through an extensive evaluation process, testing several different solutions. For secure email, however, they felt strongly that the solution was at hand. Danback simply contacted Voltage Security and immediately initiated an implementation of Voltage SecureMail. “It was the smart thing to do,” says Danback. “Several members of our team worked first-hand with

ABOUT INTEGRO INSURANCE BROKERS

Integro is an insurance brokerage and risk management firm that was founded to address a very specific need: the underserved major risk market. Integro's vision of becoming the premier resource for complex risk management solutions is based on its clients-first approach and focus on creating solid partnerships. The strategy is centered on the belief that client-broker relationships founded on mutual respect and trust are fundamental to the ability to meet the risk management goals of clients. Based in New York City, Integro maintains offices across North America and Europe.

CHALLENGE SUMMARY

- ▶ Implement a secure email system that could accommodate a widely dispersed and highly mobile workforce.
- ▶ Enable clients and partners to receive, read and respond to encrypted email without downloading or installing additional software.
- ▶ Provide a secure email capability that would add to the firm's reputation for better service and help to differentiate its brand in a competitive marketplace.

BENEFIT SUMMARY

- ▶ Voltage SecureMail helps Integro demonstrate best practices in all aspects of its business—especially as relates to IT and security infrastructure.
- ▶ A secure email channel enhances Integro's ability to help clients and partners maintain compliance, or to help lower their costs of compliance.
- ▶ Voltage's superior key management technology eliminates the need for multiple custodians and certificate revocation lists.

Voltage from the IT management side and as end-users in the past. We know how well it performs. I had also conducted a thorough evaluation of secure email systems previously and SecureMail led as the clear choice due to its superior technology and ease of use.”

“We increase our competitive advantage by demonstrating our ability to help our clients and partners maintain compliance with regulatory laws, and to help lower their costs of compliance.”

— FRED DANBACK
CIO
Integro Insurance Brokers

Based on an algorithm that turns a simple, well-recognized identity—such as an email address—into a public/private key pair, Voltage Identity-Based Encryption (IBE) eliminates the complexity of certificates, Certificate Revocation Lists (CRL) and other costly infrastructure. The practical application of this technology results in a solution that is easy to implement and easy to manage, with none of the overhead and high costs associated with PKI and web-based encryption products. IBE-based systems also enable users to create, send and receive encrypted email using their own standard email software—exactly as they would with non-encrypted email. SecureMail installs easily and can scale to serve the needs of even the largest multinational organizations.

“Our experience with Voltage SecureMail told us that encrypted email is a tremendous value-add from the customer service standpoint,” notes Danback. “When your clients know that incoming email is encrypted and secure, it sends a strong message that Integro is trustworthy and serious about safeguarding privacy.”

The same dynamic holds true with Integro’s business-to-business relationships. Brokers in the major risk market rely on a wide network of insurance companies and large financial firms to structure coverage for their clients. As such, Integro’s brokers are frequently in contact with their counterparts at many of Wall Street’s major firms via phone, email and handheld devices. And, these partners are all mindful of the regulatory and compliance issues facing the financial services industry today.

Demonstrating Technology Leadership

Designed to support more than 700 users, Integro’s Voltage implementation includes the Voltage SecureMail Server, Voltage SecureMail Gateway and Voltage SecureMail Blackberry, which enables Integro’s brokers and executives to send secure email from their handheld devices. In addition, Voltage SecureMail integrates with Microsoft Outlook, Integro’s enterprise email system, by placing a “Send Secure” button within the Outlook toolbar. When a user needs message encryption, they simply hit “Send Secure.” Recipients of encrypted email can access and read encrypted messages and attachments using Voltage Zero Download Messenger (ZDM), an easy-to-use web-based interface. ZDM ensures that anyone can receive and reply to encrypted email, regardless of their email software or operating system.

Voltage’s innovative key-management system pays dividends for Integro as well. Unlike conventional key management structures where multiple custodians are required for manual key generation and management of certificate revocation lists, the Voltage system uses existing authentication mechanisms and revokes keys based on time periods (e.g., one week). This approach results in completely automated, auditable and policy-based key management. In addition, keys can be generated automatically rather than requiring maintenance on a central server. With this structure, there is no need for disaster recovery hardware.

Deploying Voltage across the company makes sense for Integro on multiple levels. The benefits of superior customer service and better partner relations are clear. “We increase our competitive advantage by demonstrating our ability to help our clients and partners maintain compliance with regulatory laws, and to help lower their costs of compliance.” explains Danback. “Only Voltage offers the combination of effective security and ease of use that accommodates the risk management solutions Integro provides to large and complex risks.”