RBS selects Egress Switch Secure Email and File Transfer to protect confidential information exchanged between finance providers, regulators and retail customers

In 2015, RBS, one of the largest global banks, with staff in excess of 100,000 employees and presence in over 30 countries selected Egress for its secure email and documents platform.

As a global entity, RBS faces significant challenges around securing sensitive data, in particular caused by differing regulatory requirements between geographic locations and the diversity of the business areas covered. With the banking industry increasingly coming under the spotlight about the handling of sensitive data, RBS has named information security as one of its top three priorities.

The challenge to overcome
As the primary business communication tool, one of the biggest challenges identified by numerous departments in the bank and by its subsidiaries was securing email communications with external third parties – which include not only consumers, but also global banking competitors and financial regulators.

As a result, the implementation of email encryption was a topic driven down from the bank's board, in order to protect the sensitive information being shared by employees and bring the organisation in line with compliance regulations.

Requirements of the project

Due to the high-profile nature of the secure email project, RBS approached Egress - as the acknowledged industry leader - with a detailed set of requirements covering their wide range of business divisions and brands.

The core focus was delivering a highly secure Enterprise-level encryption solution throughout the business. The solution therefore also needed to be easy for staff to adopt and use on a day-to-day basis, requiring minimal or no business process change.

Of central technical importance was the ability to integrate the solution with existing systems and processes, including seamless integration into the existing email infrastructure running Microsoft Exchange and Outlook, as well as DLP and archiving systems. In addition to securing email, RBS also identified the need to secure and manage the sending of large files that exceed their email size limit.

Complying with industry standards

As the banking industry is highly regulated, one of the biggest challenges faced by RBS was to ensure that both internal and external correspondence is fully audited, and can also be tracked and viewed in the event of an investigation.

For this reason, a secure email system was required that integrated with all existing procedures and audit capture capabilities.

Egress Switch offers the flexibility of both message-level for unknown or untrusted partners and opportunistic TLS encryption of email for pre-established relationships, ensuring that Switch also provides detailed auditing and reports of all secure email transactions.

This is used by RBS for investigation purposes to provide a complete audit of any secure email, including details and content of the message, end-user access events and permitted permissions. Restrictions have also been put in place to restrict access or download of content from certain divisions using Switch rights management capabilities.

About Egress Software Technologies

Egress Software Technologies is the leading provider of email and file encryption software, offering innovative on-demand data security to enable organisations and individuals in the Public and Private Sectors to share confidential information with third parties.

Combining on-premise and hosted cloud infrastructure with patented key management, Egress Switch provides a unique community-based licensing model called the Egress Trust Network. The Network is made up of Egress Switch subscribers, who are able to share information securely with one another using a single global identity.

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