

# CUSTOMER SUCCESS STORY



## Finance



### The Challenge

In IT, centralization brings security. HALLESCHE Krankenversicherung takes this guiding principle to heart when it comes to implementing email communication in the enterprise.

„All relevant email security and management processes must run on a centralized server. This complies with our rather restrictive IT regulations, which require that individual employees be kept out of IT

processes as much as possible,“ explained Gert Hinz, Manager of Networks and Workstations. Exceptionally stringent standards for email usage lead the company to seek out an integrated email management system that would support implementation of all security and organizational steps associated with electronic communication on a centralized platform.

### The Solution

The IT staff at HALLESCHE quickly came across the modularly-constructed software package iQ.Suite: „At that time, iQ.Suite was one of the few products established in the Lotus Notes market that had an impressively large feature set,“ remembered Hinz.

First, iQ.Suite Watchdog was installed for virus defense. The module provided two crucial quality improvements: The first was the ability to integrate and simultaneously operate multiple virus scanners. The second was the ability to correctly identify the file types of mail attachments: „This capability is important to exposing falsely-declared attachments that come into the organization masquerading as Word files, for example. When mail recipients open such attachments, dangerous virus code can be released into the network,“ explained Hinz.

Watchdog prevents this using ‚fingerprint‘ technology. Fingerprints are patterns that allow files of any type (text, graphics, multimedia) to be positively identified. An email message and its attachment are only allowed to pass through the filter if the attachment’s fingerprint is an exact match for the fingerprint defined for the given file type. This security model also works when new viruses surface and corresponding virus definitions are not yet available from the anti-virus software provider.

The next enhancement to the HALLESCHE email management process was made possible by an internal agreement with employees. Outgoing messages needed to be retained for a specified period of time in a separate database. iQ.Suite Safe automatically makes copies of emails during the delivery process and saves them in designated archives – separated into messages with and without attachments. The internal agreement allows the firm to regularly extract samples of this data for control purposes. The process is controlled by an internally-developed application that automatically deletes retained messages after six weeks.

Another enhancement, this time extending Notes functionality, was put in place to address the issue of sender signatures. One requirement was that different signatures should be used for internal and external recipients. Another was that specialized rules for email address assignment at HALLESCHE needed to be accommodated: „Not all employees are entitled to communicate with a personal email address,“ explained Hinz. „Instead, we’ve created joint mailboxes for various departments. Messages are distributed to colleagues from these. This user-mailbox allocation logic must naturally be supported by the signature assignment process. Which senders receive signatures reflecting the joint address, and which receive personalized signatures?“

*The ALTE LEIPZIGER - HALLESCHE Group, a diversified family of firms in the insurance and financial services sector, is ranked as one of the leading providers of insurance and financial services in Germany.*

*HALLESCHE Krankenversicherung was originally founded in 1934 as Hallesche Krankenkasse, and was headquartered in Berlin. Today more than 1000 employees strong, HALLESCHE is a mutual insurance association wherein each policy holder is a member of the association and an interest holder in the firm at the same time. The firm’s business strategy and commercial activities are thus driven by the needs of its just short of 300,000 policy holders.*

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iQ.Suite Trailer handles these complexities. It looks up the user's information in the central email address book and combines this with the corresponding user rights to determine the correct signature to use. The separation between internal and external mail recipients is taken into account during signature assignment: signatures for communication with external recipients contain additional information like the company's internet address.

A trickier issue at HALLESCHE was absence management. „You can quickly get into hot water with the data protection laws if you're not careful," said Hinz. „Who is allowed to activate email forwarding, especially when an employee is unexpectedly absent? How do you prevent delegates from accessing email content not intended for them? Is possible access by an unauthorized or inappropriate third party riskier than leaving important messages unhandled because the recipient is absent? These questions play an important role in planning the organization's delegation policy."

## Business Impact

Altogether, the comprehensive transfer of email management processes to the iQ.Suite platform at HALLESCHE Krankenversicherung quickly paid off. Especially with regard to virus defense, the solution provided a „second pass" – the first scan already takes place at the firewall level – that yielded a tangible increase in security.

iQ.Suite Clerk allows HALLESCHE to safely address these difficult questions. Every employee entitled to do so can define his or her own absence management rules in a central database. The module then forwards messages within specified timeframes to the selected delegates or delegate groups. Exception rules make it possible to exclude unimportant messages – newsletters, for example – from the forwarding process to keep email related network traffic from unnecessarily growing.

Email encryption was a further challenge at HALLESCHE. The health insurer used iQ.Suite Crypt to address its needs in this area. The module supports all standard cryptographic algorithms – PGP and S/MIME for example – and executes the encryption and decryption processes completely on the server. „We can't do it any other way," explained Hinz. „If we used client-based encryption, the messages would already be encrypted by the time they got to the mail server. We wouldn't be able to implement centralized security checks like virus scanning at all."

„The greatest benefit for administration lies in the considerable absence of administration activities," said Gert Hinz, summarizing his experience with iQ.Suite. „We only need to get involved when changes in the rule-based policy engine are required. Otherwise the system is highly stable and performant."

## About GBS

*GROUP Business Software is the leading provider of IBM Lotus based solutions and services in the fields of Cloud Computing, Email Management and Archiving, Instant Messaging Management, CRM, Workflow, Banking and Risk & Compliance.*

## Competencies

*GBS solutions feature outstanding usability and unmatched efficiency. The necessary user interaction is reduced to a bare minimum. Centrally defined processes ensure compliance with corporate policies and statutory requirements.*

## Customers

*GBS customers include well-known companies from all over the world, such as Deutsche Bank, Ernst & Young, Honda, Allianz and Miele.*