Solution Guide
Email Management
About GBS

GROUP Business Software is a leading supplier of solutions and services for the leading IBM and Microsoft collaboration platform. With the Competence Centers Security, Portal & BPM, Mobility and Modernization, GBS enables its customers to manage the challenges of today and tomorrow faster, easier and more targeted.

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

Over 5,000 customers and more than 4 million users worldwide trust in the expertise of GBS.
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The majority of business correspondence is now handled via email – from offers and orders through to contracts and invoices. However, the resulting risks, costs and statutory provisions are far from easy to grasp.

The legislator has recognised the explosive nature of email communication and introduced a plethora of regulations to deal with the issue. These focus on aspects such as confidentiality, data protection and archiving obligations. But how can companies manage to comply with all these regulations and implement them efficiently at the same time? What is called for is a central solution for the control of email communication which makes economic sense as well as being easily manageable.

GBS’ iQ.Suite is a comprehensive email management solution. Unlike individual solutions, which cover only certain areas of email communication such as virus or spam protection, iQ.Suite pursues an all-in approach. The lynchpin of the solution is the link between three essential aspects of legally compliant email management: email security, email archiving and email productivity.

iQ.Suite provides additional access to one of the most important features: iQ.Suite Quarantines. This allows you to read quarantined emails on the go, as well as forward specific emails to your inbox, if needed. In addition, blacklists and whitelists can be managed quickly and easily. The choice is yours: use the browser-based WebClient or IQ.Suite App for Apple iOS and Google Android*.

*) available soon
Legally compliant email business processes that are binding for every employee can be established on the basis of a centrally definable system of rules. Email compliance is thus guaranteed throughout the company. In addition, employees are freed from routine duties and no longer have to deal with technical aspects of electronic communication.

GBS’ email management solution integrates all the relevant areas of electronic communication, from virus and spam protection via legal disclaimers, encryption and decryption all the way to the legally compliant archiving – no aspect is omitted. Communication control encompasses both incoming and outgoing emails. For the first time, confidential contents can be protected prior to electronic transmission.

Leading email platforms such as IBM Domino and Microsoft Exchange/SMTP are naturally supported in full. What’s more, links to third-party systems in the fields of CRM, ERP and DMS can also be implemented, thus providing legally compliant and seamless email management for companies in efficient and comprehensive fashion.

iQ.Suite enables access to important functions from mobile devices, too. Mobile apps, available for Apple iOS and Google Android, build the necessary basis. Thanks to iQ.Suite, it's easy to access spam quarantine or absence management at any time, for example. By the way, WebClient enables operation via web browser as well!
Platforms supported

- **IBM Domino**
  
  **Supported Versions:**
  IBM Domino Server 8.x (32 / 64 Bit)
  IBM Domino Server 9.x (32 / 64 Bit)

  **Supported Operating Systems:**
  Windows Server 2003 / 2008 / 2008 R2 / 2012 / 2012 R2
  Novell / SuSe Linux
  Red Hat Enterprise Linux
  SUN Solaris
  IBM AIX

- **Microsoft Exchange**
  
  **Supported Versions:**

  **Supported Operating Systems:**
  Windows Server 2003 / 2008 / 2012 / 2012 R2

- **SMTP Gateway**
  
  **Supported Operating Systems:**
  Windows Server 2008 / 2008 R2 / 2012 / 2012 R2
Stand-alone solutions are inefficient in managing email communication: they require the acquisition of know-how on an extensive scale, mastery of many different operation concepts and maintenance of various licence models, and in the end cause interruptions in the communication process. As a matter of course, this is not in the best interests of companies. Secure, efficient and automatable email business processes are in demand.

All this is possible with iQ.Suite – the key to legally compliant email management. The central administration is a characteristic feature of the all-in solution and provides convenient integration of all solution modules. Email security, email archiving and email productivity can thus be achieved in efficient and reliable fashion – for companies of any size. As a result, companies that use iQ.Suite will become more legally compliant in their handling of emails.

For users, the iQ.Suite portal and the WebClient constitute the interface to essential functions of the iQ.Suite. This is where personal adjustments and settings can be made:

- Quarantine management
- Definition of individual blacklists / whitelists
- Personal management of periods of absence
- Browser or client integration

Optional functionality in the areas of clustering, high availability, fault tolerance and load balancing round off the portfolio. Furthermore, iQ.Suite Update Manager makes it possible for you to control the central distribution of anti-spam and anti-virus updates in environments with multiple iQ.Suite servers.

Finally, iQ.Suite Mastering provides the necessary compatibility with the solutions of third-party manufacturers. Existing products, for example Antivirus solutions can be shared with various modules of iQ.Suite.
The days of considering the internet confidential and email correspondence secure are long past. Information theft, industrial espionage and inadequate data protection are only a few keywords bandied about when it comes to questioning the confidentiality and integrity of email communication.

The necessity of a central authority considering all aspects of email security in their entirety is becoming increasingly important. GBS’ iQ.Suite is the all-in email security solution designed to provide a greater measure of confidentiality and efficiency.

**Problem:** Sending confidential data by email.

**Solution with iQ.Suite:** Various modules combined offer a comprehensive data leakage prevention. Control and block confidential data before distribution.

**Problem:** Legal and corporate policies stipulate that formal requirements have to be observed when sending business emails.

**Solution with Trailer:** Legally compliant disclaimers and uniformly defined employee signatures can be attached to every outgoing email. Liability risks are minimised in reliable fashion and the look of your email communication standardised across the board.

**Problem:** The constantly increasing number of viruses and other undesirable contents are putting your infrastructure at risk.

**Solution with Watchdog:** The use of several scan engines in parallel enhances security throughout the company. Hazardous file attachments can be identified clearly and blocked. Encrypted emails can also be scanned in conjunction with Crypt Pro.

**Problem:** Spam is the No.1 productivity killer. Advertising, junk and phishing emails put a strain on your mailboxes and incur costs.

**Solution with Wall:** Multi-level defence mechanisms combined with high-performance quarantine management provide an effective means of reducing the influx of spam. Intelligent methods of analysis can also be applied to prevent the sending of confidential information.

**Problem:** You wish to send confidential information via email, thus dispensing with a cost-intensive, client-based process.

**Solution with Crypt Pro:** Central encryption enables the establishment of a secure communication infrastructure. Various processes are supported in parallel without requiring intervention on the part of end users. The server-based approach minimises complexity. The integrated key- and certificate management eases the administration.

**Problem:** You would like to increase confidentiality in email communications. However, your communication partners do not possess the appropriate infrastructure.

**Solution with WebCrypt Pro and PDFCrypt:** Encrypted emails can be exchanged with communication partners who do not possess their own encryption solution. For the first time, confidential email correspondence can take place without the need for PGP, S/MIME or PKI structures.
iQ.Suite Trailer
Rule-based legal disclaimer

- Central, parameter-controlled email signatures
- Uniform corporate add-on to legally compliant text blocks
- Automated integration in outgoing emails
- Reduction of corporate liability risk
- Ability to add images, vCards and QR codes to email trailers

- Legal protection thanks to uniform legal disclaimer
- Integration of text add-ons (department-specific etc.) dependent on sender / recipient
- Integration of dynamic user information from the central email address book
- Time-based and rule-based use of text blocks, e.g. for marketing communication
- Implementation of ready-designed text signatures according to the corporate design
- Integration of text blocks at any position within the email
- Addition of several text blocks per email
- Creation, activation and maintenance performed by those in charge in the departments
- Language-dependent text selection in conjunction with Wall
- Integration in the iQ.Suite user portal
iQ.Suite Watchdog
Central virus protection

- Protection of your infrastructure against email viruses and harmful contents
- Pre-emptive protection against harmful code via file pattern recognition
- Parallel operation of leading virus scanners possible

- Central blocking of viruses and undesirable file attachments
- Viruses and critical file attachments are reliably removed and quarantined
- Virus scanning of all emails and file attachments in real time, both event- and time-controlled
- Identification of file attachments via unique, tamper-proof file patterns (fingerprints)
- Flexible definition of individual file patterns for a company’s own file types
- Definition of file restrictions through combination of file name, file extension and file size
- Application of file restrictions on archives, e.g. zip, rar
- Support of virus scanners offered by leading third-party manufacturers
- Virus scanning of encrypted emails in combination with Crypt Pro

Result:
- Virus Free Emails, Harmless Attachments

**Possible Actions**
- Quarantine
- Block Email / Attachment
- Clean Email / Attachment
- Send Notifications
Wall
Anti-Spam
Content Analysis and Filtering
Possible Actions
Result
Spam free and Categorised Emails

- Reliable spam detection via multi-level technologies
- Analysis of all text and file contents of an email
- Self-learning email analysis (CORE) to optimise spam protection and facilitate classification
- Central quarantine management with support from enterprise environments
- User-specific access to quarantined emails via user portal
- Protection against unauthorised sending of sensitive or confidential information
- Intelligent email classification based on the checking of contents and addresses
- Mobile access to spam quarantine via app

- Analysis of the entire content of an email including attachments
- High-performance attachment analysis of over 400 different file formats
- Checks for prohibited, undesirable or confidential content in accordance with corporate policies
- Blocking of emails from undesirable senders and to undesirable recipients, e.g. competitors
- Use of current spam pattern for the rapid detection of new spam attacks
- Use of user-specific whitelists and blacklists
- Flexible notification of blocked emails sent to administration or recipient/sender
- Response management via defined classifications and automatic forwarding
- Checking of outgoing emails for confidential content
- Creation of company-specific email categories
- Use of the Content Recognition Engine (CORE) for the checking and automatic classification of emails
- Central checking of encrypted emails via a combination of Wall and Crypt Pro
CORE is an email classification technology based on Support Vector Machines (SVM). The CORE technology integrated in the Wall module analyses emails with great accuracy and classifies them in accordance with your requirements. Spam mails, support and customer queries can thus be classified automatically and further processed in accordance with your requests.

CORE also allows emails to be forwarded automatically based on their content.
Email Security

iQ.Suite DLP
Protection against data theft

- Reliable protection against unauthorised data leakage in outgoing emails
- Data leakage prevention through content checks before sending
- 4-eyes-principle to screen for confidential or suspicious emails

- Identification of sensible information (text and file attachments) in combination with iQ.Suite Wall and iQ.Suite Watchdog
- Parking of suspicious emails until final release
- Release or rejection of parked email by freely definable employees, for example, data protection officer or supervisor
- Prevention of data theft in outgoing email communication
Email Security

iQ.Suite Crypt Pro
Server-based email encryption

- Central encryption of emails
- Integrated key and certificate management
- No user interaction necessary
- No software installation on clients
- Minimum administrative effort
- Email encryption without PKI infrastructure

- Server-based, central encryption of emails
- No training necessary for end users
- Parallel support of PGP, GnuPG and S/MIME
- Central, multi-client capable key and certificate management
- Integration of PKI structures
- Connection to official trust centers, such as S-Trust
- Import and export of certificates and keys
- Status request and cancellation of certificates
- Use of existing LDAP directories
- Separate administration of certificates in own key database
- Server-to-server encryption for the establishment of secure communication channels
- Client-to-server encryption, e.g. for external users with client-based third-party encryption
- Fully compatible with end-to-end encryption
- Use of existing S/MIME, PGP or GnuPG certificates
- Seamless link to WebCrypt Pro
- Virus / content check of encrypted emails in conjunction with Watchdog and Wall
Secure and confidential emails without PGP, S/MIME or PKI
Protection of email communication with simultaneous high efficiency
No additional installation on the premises of communication partners

Protection of intellectual property plus highly efficient communication
Available as an on-premise solution in the company or SaaS
Secure and confidential email correspondence without PGP, S/Mime or PKI structures
Your communication partners do not need any additional installations
Recipient can respond safely
Central, integrated and automated user management
Size limits can be defined for emails
Seamless integration in the corporate network
Web-based interface: any browser can be used
Customisable to match corporate design
Encrypted emails are displayed via protected access
Use multiple domains of a company
No changes to be made to mail routing
Cluster-enabled, scalable and flexible architecture
Patented push-mail process
Enhanced data protection through hardened web server system
Support for Apple iOS and Google Android
Email Security

iQ.Suite PDFCrypt
PDF-based email encryption

- Secure email communication with recipients lacking an encryption solution
- Use of the recognised PDF standard
- No need for keys and certificates
- No additional installation by communication partner necessary
- Easy operation and management

- Central PDF-based encryption (128 bit)
- Conversion of original message including all file attachments into encrypted PDF file
- File attachments remain in original format
- Encryption by automatic regulations or manually by sender
- Integrated password management with automatic password creation or optional manual password definition
- Passwords sent to recipient (or sender) automatically
- Email attachments can be stored locally from PDF
- Decryption using PDF password takes place in familiar email environment
- Can be used on any device and mail client that supports PDF

Possible Actions

- Convert Entire Email to PDF
- Encrypt PDF Using Secure Password
- Send to Recipient
  - Open and Display Encrypted PDF
  - Save Attachments to Local Hard Disk

Result

Simple and Secure Email Communication Using PDF Standard
At times when great value is attached to information, the storage of this information has a crucial role to play. Emails are no exception to this rule. They are used to convey business-critical documents and their status is just as the business correspondence sent by post. This is reason enough to address the archiving of electronic communication. GBS has risen to this challenge, its iQ.Suite providing an all-in solution for greater efficiency and compliance in the field of email archiving.

**Problem:** Legal and corporate policies make high demands in terms of tamper-proof storage of their business content.

**Solution with Bridge and Store Pro:** The close link with the mail system allows emails to be archived in such a way that they cannot be tampered with even prior to delivery. Integration with additional third-party systems in the fields of CRM, ERP and DMS opens up extensive application options, extending all the way to a fully-fledged compliance interface.

**Problem:** The number of emails is increasing daily and putting a strain on your infrastructure. Overflowing mailboxes are resulting in a loss of productivity and leading to unsystematic email storage.

**Solution with Store Pro:** Centrally defined rules are used to archive emails on a time-controlled and server-controlled basis. User mailbox load is reduced, client-related email storage is prevented and valuable resources once again become available.
Email Archiving

iQ.Suite Bridge
Legally compliant email archiving and compliance interface

- Tamper-proof archiving in cooperation with iQ.Suite Store Pro
- Compliance with legal statutes and corporate policies
- Fully automatable for incoming and outgoing email communication
- Compliance interface for integration of email communication in corporate processes
- Linking of the email system to existing third-party systems

- Seamless integration of email communication in business processes
- Full archiving prior to delivery to user mailbox
- Tamper-proof and fully automatable
- Compliance with legal statutes in respect of current storage terms
- Intelligent pre-classification possible in conjunction with Wall
- Receiving and sending of unauthorised email contents is prevented (peer-review principle)
- Use of conventional archive system functions: audit compliance, indexing, searching, retrieval and recovery of archived data
- Flexible data exchange between email system and business applications such as CRM, ERP, DMS
- Link to compliance systems for audits, pre and post reviews of email communication
Email Archiving

iQ.Suite Store Pro
Central reduction of server load

- Central, rule-based archiving
- Reduction of mail server and mailbox load
- Time, server and user-controlled archiving
- Automated process enhances productivity
- Resource and cost-saving solution
- Offline availability for mobile users

- Rule-based archiving of emails and attachments
- Central archiving saves both costs and resources
- Minimises necessary backup duration at server level
- Optional automatic conversion of emails and attachments to PDF or TIFF formats
- Storage of metadata and individual keywords
- Single-instance archiving of file attachments
- Facilitates low-cost storage at file level
- Wide-ranging search options
- Synchronous recovery and archive query
- Freely configurable, automatic deletion dates
- Compressed archiving
- Detailed statistics

![Diagram of iQ.Suite Store Pro features](image-url)
Email productivity for efficient processes

Companies define processes with a view to enhancing efficiency and providing policies to help employees and clients in their dealings with the organisation. This applies particularly to the case of communications. For example stand-in arrangements for postal and telephone communications are generally among the aspects which are clearly defined, while the same cannot always be said for email correspondence. Central email management with iQ.Suite stipulates such processes reliably for the use of email and ensures that they are observed throughout the company. This ultimately relieves the strain on employees and enhances their efficiency in replying to queries, to name just one example.

**Problem:** The flood of business-related emails puts a strain on employees outside of working hours

**Solution with Smart:** Achieving a healthy work-life balance with email delivery only during business hours.

**Problem:** Sending of mailings containing vast amounts of data is overloading your server and line capacities during peak working hours.

**Solution with Smart:** Time-controlled sending of emails containing large amounts of data reduces the load on your server and minimises network load. Your infrastructure is relieved in terms of day-to-day.

**Problem:** Email is detached from modern collaboration and social business platforms.

**Solution with Connect:** Automated storage of email attachments in IBM Connections and Microsoft SharePoint improves productivity and facilitates collaboration.

**Problem:** You wish to ensure that emails continue to be processed during a planned or unexpected period of absence with continued adherence to corporate policies.

**Solution with Clerk:** Stipulation of stand-in arrangements and absence management will ensure that emails are forwarded on an individual basis. Content based re-routing of emails to various authorised recipients can be arranged. Thus business processes will be continued even if the employee in charge is not available.

**Problem:** You require evaluations via email for the efficient control of your electronic communications. The resulting costs also have to be assigned to the respective cost centres.

**Solution with Budget:** Comprehensive analysis of your email correspondence can enable features such as reporting on the type and size of file attachments. Emails can also be allocated to individual cost centres in respect of both fixed and variable costs.
Email Productivity

iQ.Suite Connect
The smart link to social business

- Centralised storage of email attachments in the leading social business platforms, Microsoft SharePoint and IBM Connections
- Automated processes with smart classification of business-related content
- Improved employee productivity

- Centralised storage in social business systems saves time and costs
- Flexible storage management guidelines
- Added value through the combination of email and social business
- Automated processes
- Avoids storing files in duplicate
- Reduced server load when sending large file attachments
- File attachments are replaced by links/references
- In combination with iQ.Suite Watchdog and Wall, only virus-free attachments are stored
Email Productivity

iQ.Suite Clerk
Rule-based email forwarding

- Forwarding and processing of important emails even during periods of absence
- Email sender informed of absence
- Administration of absence arrangements by authorised user groups
- Corporate policies ensured with regard to legal requirements
- Selective prevention of forwarding for defined recipients and senders

- Easily configurable, central email redirection through authorized users and administrators
- Easily configurable setup of substitute documents for the Quarantine using the iQ.Suite Portal
- User-definable deputies – either groups or individuals
- User-definable forwarding times
- Exclusion of sensitive or encrypted messages and mails from specified senders from forwarding
- Read confirmation from deputy to absentee
- Central overview of all absences for authorized users
- Definition of forwarding settings for other users or user groups through authorized users, for example if a user is on sick leave
- Restriction of internal and external mail forwarding to authorized persons
- User-definable notification text with variables for sender and deputy
- Automatic detection of new mailboxes
- Integration in the iQ.Suite Portal

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### Automated Email Forwarding

- **Business Emails**
- **Internal Emails**
- **Newsletters**

### Possible Actions

- **Manage Delegation**
- **Manage Out-Of-Office**
- **Send Notifications**

### Result

Optimised Email Response Management
Email Productivity

iQ.Suite Smart
Work-life balance in email receipt

- Ensuring a healthy work-life balance thanks to time-controlled email delivery
- Reduction of server and network load through time-optimised delivery of bulk email
- Ensuring access to attachments by the resolution of links before they are sent externally through IBM Notes

- Reduced strain on staff and intelligent management of email flood
- Email delivery only during working hours
- Parking emails if they are received outside of working hours
- Parked emails are not delivered until the start of the next work day
- Individual exception rules for business-critical email
- Individual time-control of bulk email transmission by user
Email Productivity

iQ.Suite Budget
Efficient cost control

- Logging and analysis of all email correspondence
- Evaluation of emails according to freely definable cost centres
- Stipulation and creation of email budgets for users and groups

- Logging of email correspondence
- Definition of budgets for emails
- Reporting according to the type and size of file attachments, e.g. according to types .pdf, .doc, .xls
- Creation of individual reporting templates and reports
- Reporting on emails e.g. according to user groups or areas
- Distinction between internal and external addresses
- Export of data for use in other reporting tools
- Reporting on email costs with definition of various cost schedules
- Graphical representation in diagrams and overviews for management
GBS offers you professional support on all matters relating to iQ.Suite. Our email experts are available to provide advice on all aspects of email management. A broad range of supporting services ensure the optimum use of our solutions.

**Consulting**

We will be by your side as you tread the path towards secure and efficient email processes. We will work with you to create a demand analysis, offer recommendations and help to establish a company specific system of rules. Our team will assist you with installation and configuration, carry out performance analysis and recommend concrete actions. Your individual requirements will dictate the type and extent of the email processes implemented.

**Audits**

An email audit by GBS allows you to have your email correspondence recorded, analysed and evaluated. Our experienced Professional Services Team will support you in the evaluation of the following areas:

- Compliance with email policies
- Loss of sensitive corporate data
- Options for enhancing efficiency
- Risk potential of existing weak spots
- Minimisation of associated resources and costs
- Recommendations for improvement of email processes

**Training and workshops**

With the GBS Academy, we offer a comprehensive training program for all topics around the iQ.Suite and legally compliant email management. Our experienced trainers provide not only basic knowledge but also best practice experiences. We offer both in-house training, as well as external workshops and seminars.

**Hotline**

Questions often arise during the installation, configuration and everyday maintenance of a solution. Our support team, comprising email experts with long-standing know-how, will be happy to answer your questions and will also support you on site if required.

**Software maintenance**

Legal statutes and corporate policies can change quickly, and therefore it is vital to keep your solution up to date. We undertake the ongoing development and updating of our solutions as a matter of course. A maintenance agreement with GBS will pre-empt any problems in this regard. Our development team will provide you with regular updates and new functionalities to guarantee optimum security and efficiency in your company.

**Migrations**

When companies decide for strategic reasons to switch the environment of their IT infrastructure, the change and introduction of a new email system is no easy feat. Our GBS experts will accompany you over the entire planning period of such a migration regarding the iQ.Suite solution. No matter which of the leading messaging platforms, IBM Domino or Microsoft Exchange and Microsoft SMTP you choose – iQ.Suite supports you in legally secure handling of email communication.
References

**Financial Services**
ALLIANZ AG, Switzerland und Austria
Barmenia Versicherungen, Germany
BBBank eG, Germany
Commonwealth Bank Ltd., Bahamas
Crédit Agricole Indosuez, Luxembourg
Danish National Bank, Denmark
Deutsche Bausparkasse Badenia AG, Germany
Deutsche Bank, Germany, worldwide
Deutsche Börse AG, Germany
Ernst & Young, Germany, worldwide
Fiducia IT AG, Germany
GAD eG, Germany
HSBC Trinkaus & Burkhardt, Germany
Norddeutsche Landesbank, Germany
Provinzial Versicherung, Germany
Raiffeisen Datennetz Gesellschaft, Austria
Royal & Sun Alliance, UK
SEB AG, Germany
Société Générale Bank & Trust, Luxembourg
Sparkassen-Finanzgruppe, Germany
Swiss Re, Switzerland
Sumitomo Bank, UK, USA
Yapi Kredi Bankasi, Türke

**Industry**
Abbott GmbH & Co. KG, Germany
AGIP Austria AG, Austria
Bunge North America, USA
Debitel AG, Stuttgart, Germany
Diehl Informatik GmbH, Germany
Gabor AG, Germany
HARTMANN GRUPPE, Germany
Haniel Textile Services International GmbH, Germany
Honda, Europe
Hutchinson Technology, USA
Kässbohrer Transport Technik GmbH, Austria
Kingston Technology, USA
MAN B+W Diesel AG, Augsburg, Germany
MAN Nutzfahrzeuge AG, München, Germany
Mercedes-Benz, LLC, USA
Merz Pharma, Germany
Miele & Cie. KG, Germany
Scania Deutschland GmbH, Germany
Schwenk Zement KG, Germany

**Public Sector**
Centre Informatique de l’Etat, Luxembourg
Deutsche Rentenversicherung, Germany
Freie Universität Berlin, Germany
Hungarian Tax Office, Hungary
ITK Rheinland, Germany
Kansas City, USA
Landratsamt Sigmaringen, Germany
Landratsamt Breisgau-Hochschwarzwald, Germany
Landratsamt Sigmaringen, Germany
Landratsamt Waldshut, Germany
Public Prosecution of the Slovak Republic, Slovakia
Southwest Florida Water Management District, USA
Stadt Heidenheim, Germany

**Service**
Atos Origin GmbH, Germany
Anderson Merchandisers, USA
Apria Healthcare Group, USA
Bayhealth Medical, USA
DFS Deutsche Flugsicherung GmbH, Germany
E-Plus Mobilfunk, Germany
Enpoint Research, Canada
Hallesche Priv. Krankenversicherung, Germany
PWC Deutsche Revision AG, Frankfurt, Germany
SENATOR INTERNATIONAL Spedition GmbH, Germany
TV Azteca, Mexico
Thames Water, UK
United Health Services, USA
WAZ Westdeutsche Allgemeine Zeitung, Germany
The challenge
The Swiss reinsurance group Swiss Re were looking for an email solution to minimise the risk of high costs and loss of productivity caused by electronic attacks. “We urgently required stable products to filter incoming spam, check the content of emails and provide optimum virus protection as well as email encryption,” says Jens Mathiessen, Senior System Engineer / Groupware Services at Swiss Re.

The solution
The search for a suitable solution to support the group’s global activities ended with the decision to opt for iQ.Suite as a comprehensive security package for the leading email platforms. Swiss Re’s IT managers selected iQ.Suite Watchdog as a reliable solution that scans all emails for the presence of viruses and worms and filters file attachments before they are stored on the email servers. iQ.Suite Wall was also purchased as a high-performance solution providing multi-level defence against spam, junk, advertising and phishing emails. These security components were supplemented by iQ.Suite Crypt to ensure confidential email communication.

The benefit
The benefits of iQ.Suite are clear as far as Swiss Re is concerned. Its central administration and entirely server-based operation have considerably reduced both administrative and maintenance cost and effort for the 14,000-plus users. Software distribution to all user PCs throughout the company is thus unnecessary. iQ.Suite Watchdog recognises a large number of file types with the help of unique digital fingerprints, which can identify and block them as required. This puts paid to any file tampering. iQ.Suite Wall is used to perform an extended content check. The module uses methods such as complex text analysis to prevent discriminatory contents from being sent and received and to selectively filter undesirable information. At Swiss Re, one of the decisive factors in the decision to use the iQ.Suite Crypt email encryption solution was the associated savings in user training and supervision. The solution is entirely server-based and operates transparently for the user. Above all, the combination of iQ.Suite Crypt with other iQ.Suite modules means that encryption and comprehensive content security are guaranteed at all times.

The future
“We can only recommend that companies on the look-out for a high-performance all-in solution take other aspects into consideration besides the product itself. Outstanding technology is not the only important factor. Other aspects such as support, flexible licence conditions and the synergy between manufacturer and cutomer are considered crucial. For this reason we have been trusting in GBS solutions since 10 years now and we are looking forward to further collaboration,” concludes Mathiessen.
The challenge
Since its founding in 1899, Miele has become a model for pioneering achievements as a manufacturer of electrical household appliances. Miele is also well-known for the good relationships it maintains with its business partners. In these relationships, many of the company’s departments, such as sales, product development, manufacturing, and purchasing, exchange increasingly large volumes of confidential customer information via email. Miele wanted to improve the protection of its email communications. It was looking for an integrated solution that was easy to manage and use, and which also provided first-class security.

The solution
“GBS’ iQ.Suite won us over with its modularity and its flexibility,” says Ralf Berhorst, who is responsible for Miele’s messaging infrastructure. With the iQ.Suite, GBS Technologies offers an integrated solution for a number of security-related core topics, such as checking of file types, virus check, encryption, and content check for emails and file attachments.

Because iQ.Suite Crypt supports S/MIME, PGP, and GnuPG as encryption standards, Miele can be particularly flexible when setting up its rules. This is an important prerequisite for a company with many partners. The module also provides an enormous administrative benefit because of its centralised, server-based encryption. If encryption had to be performed on each client, then the server-based content and virus check would not have been longer possible, because emails would already be encrypted upon arrival.

The benefits
Most importantly, email communication at Miele has become much more secure because of email encryption. The company can now also perform simultaneous server-based email content checks. All of the necessary processes take place on the mail servers, and thus require no additional expense for user training. This reduces costs significantly. Monitoring of incoming and outgoing email ensures that it is free of viruses, spam, and confidential information. This also frees employees from the tedious process of cleaning spam mail out of their inboxes.

The future
Ralf Berhorst sums it up as follows: “We have been very impressed by GBS and the iQ.Suite, primarily because of their flexibility. They have fulfilled our security requirements in every respect, from adaptability to changing requirements and future threats to scalability and the seamless integration of additional iQ.Suite products. With GBS, we have found a partner who fits ideally into our corporate philosophy of ‘always do it better.’ As a global company, this is a very important aspect for us.”
AdVertum Group

The challenge

The AdVertum Group operates successfully in various business fields of the financial services market, including as an insurance broker for trade and industry and in investment counselling and management consultancy. AdVertum accords priority to email for its external communication. However, management of its electronic messages via the Microsoft Exchange server failed to satisfy requirements: “Both the filtering and the administration of email correspondence had to be significantly enhanced. We were also looking for an email archiving solution which allowed the integration of email in the electronic file,” explains Martin Hermann, Head of IT and IT Security.

The solution

Hermann ultimately opted for iQ.Suite when it came to implementing email security solutions such as spam and virus protection, encryption and electronic signature at AdVertum. The company also purchased email management solutions consisting of content-based email classification and forwarding, compliance check and a uniform sender signature. AdVertum now also uses an email archiving solution which offers the option of restoring original emails if required.

The benefit

In the field of email security, the AdVertum Group offers its communication partners the option of encrypting and signing their email correspondence via iQ.Suite Crypt, in order to bolster confidence in this insurance broker. The process takes place automatically in the background without any interaction on the part of the user. iQ.Suite Trailer also ensures a uniform and legally compliant sender signature.

AdVertum relies on iQ.Suite Bridge and iQ.Suite Store to archive its emails. Incoming emails are intercepted at the server and transferred by iQ.Suite Bridge to the iQ.Suite Store archiving system. “iQ.Suite allows emails to be intercepted prior to archiving and checked for compliance with legal statutes and corporate policies in an automated process. Server-based archiving ensures that all business relevant emails are retained securely in their original versions. iQ.Suite Bridge also provides the link to our administration program with the electronic customer files,” explains Hermann.

The future

“Comprehensive email management via iQ.Suite meets all our expectations to the full. Emails only have to go through a single process and are available in the customer file via the archive. This creates an integrated flow of information and enhances the service quality,” says a delighted Hermann. The simple installation also made a positive impression. The users hardly had to receive any training at all, as all processes are automated. “The solution can withstand even very heavy mail traffic without any concessions in terms of performance. iQ.Suite has really proved its worth as regards our email encryption and archiving,” says the satisfied Head of IT. His conclusion: “Employee and company productivity alike have increased noticeably, and cost efficiency has been perceptibly enhanced.”
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