

Secure communications to comply with regulatory standards

Client: Butterfield Bank

The problem

Butterfield Bank, a full service community bank and provider of specialised offshore financial services based in Bermuda, needed to address numerous email concerns. They needed sufficient spam protection to boost the deliverability of outgoing messages and also effective virus prevention, to defend against attacks that could compromise the security and integrity of systems. They also needed to ensure secure protection of confidential and proprietary information.

Additionally, because certain jurisdictions require that relevant email messages be retained for up to seven years, message archives needed to be more efficiently indexed and accessible to protect the bank from regulation fines for flawed record keeping. Added to this, as a financial institution, there was a strong need to verify the identity of both senders and recipients.

Without sufficient monitoring, reporting, and auditing capabilities, it was also proving difficult to enforce corporate policies. Moreover, it was difficult to ensure email continuity for the bank's end users in extreme circumstances, and this was a particular priority in its Caribbean offices, which were more vulnerable to the threat of a disaster scenario through hurricane seasons.

The solution

We were able to provide Butterfield Bank with an email platform and management system that protects the identities of the company's employees and clients by installing our Mimecast Advanced solution. Utilising preventive and reactive technology, we provided an extremely high level of protection, ensuring that all the company's emails are scanned by industry leading anti-spam and anti-virus technologies.

The solution also enabled the enforcement of existing laws and regulations relating to email storage through search, logging and reporting capabilities, and guaranteed that only authorised users can make changes to the group's policies through strict access to control rules. This enhanced regulatory compliance and so minimized legal risks in various jurisdictions.

Furthermore its secure web interface now maintains ongoing email continuity, which allowed the bank's customers to continue to send and receive emails even during Hurricane Dean, a Category 4 storm that swept across the Caribbean!

The Result

“Infrastructure and communications become the most important IT issues in a disaster situation. When Hurricane Dean was headed directly for the Cayman Islands, Mimecast provided the bank with the emergency services, that we envisioned when contracting for it, exactly when we needed them. We were able to continue communications to clients and staff alike and to store and forward email for when the storm had passed. It was a complete success and is now part of our total BCP/DR strategy.

“Mimecast’s technical team at Sure International* was very helpful during a stressful time and eased our workload which was much appreciated, although knowing their team I wouldn’t have expected anything different. Together with the email security and retention aspects of the Mimecast Advanced service, we now have complete peace of mind.”

James C Knapp

Chief Technology Officer, Butterfield Bank (Cayman) Limited

*Sure International was formerly Foreshore Limited.



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