



CUSTOMER STORY

Insurance Industry Giant Covers Email Security with FireEye EX Series

FACTS AT A GLANCE

INDUSTRY



Finance



Catching threats with certainty

The insurance industry is under attack: three of the sector's biggest breaches in the last few years were estimated to have exposed the data from as many as 100 million policy holders.

One of the biggest insurance companies in the world—a 100-year veteran of the industry with a major presence throughout Asia—reviewed its attack vectors and realized malware-laden emails were slipping through its defenses. The company maintains 4,000 email accounts, many used for customer-related interactions and transactions.

A senior IT security manager for the company described, “Our customer-facing accounts—especially the aliases listed on the website—were getting bombarded with hundreds of malicious emails and a lot of those with attached malware were getting past our legacy defenses. Email is a business-critical tool for my company and ensuring its integrity is of paramount importance.”

“With our industry under attack, my company and our stakeholders need the best protection available: With the FireEye EX series, this is exactly what we have.”

— **Senior IT security manager** for one of the world’s largest insurance companies

Solution

Following a general investigation phase, the organization spent several months conducting a detailed proof of concept. The test involved products from the three vendors that best matched the selection criteria for a suitable email protection solution. In order to accurately gauge effectiveness in the company’s live environment samples of malicious emails that had been received—representing a wide range of threat categories—were simultaneously forwarded to the three competing products.

“The solutions were configured to immediately alert us on detection of anything that was potentially malicious. As with our legacy email protection measures, a couple of the products we were testing missed many of threatening messages; however, one of the solutions stood out from all the others. The FireEye® EX series identified these emails better than anything else we tested. It was key that while all of its competitors generated multiple false-positives, the FireEye EX was dramatically more accurate,” the security manager recalled.

In addition to the effectiveness of malware detection and blocking, another significant selection criterion was the ease of administration of each solution. The manager announced, “FireEye was easiest to manage, and gave us the ability to do a detailed analysis of individual threats whenever the need arose.”

At the conclusion of the proof of concept the FireEye EX series was purchased and implemented inline, enabling the immediate blocking of malware. The senior IT security manager recounted, “FireEye’s pre-sales and sales support teams were extremely accommodating: they fine-tuned the FireEye EX to fit our unique environment. We were matched with one of FireEye’s top partners in the region to assist in the full roll-out; this help was invaluable.”

Results

Deployment was very straightforward and immediately provided protection for the previously susceptible email threat vector. “With FireEye, we now have great confidence in our abilities to defend ourselves against malicious emails, and the wide reporting capabilities enable me to see exactly what’s being blocked,” the insurance giant’s security manager declared.

He continued, “Delivering on our earlier expectations, the FireEye EX remains very easy to administer. Performance has never been an issue: We now have email from offices across the entire region routed through our headquarters network and users still experience zero latency with the FireEye EX solution.”

FireEye and the future

Having found a security solution provider that can excel in the insurance company’s complex environment, the organization is looking to expand its relationship with FireEye. The manager described, “We have been so satisfied with the performance of the FireEye EX that we are evaluating the FireEye® NX series solution to supplement our network security measures. We’re also considering the FireEye® HX series to extend protection out to our numerous endpoints.”

He added, “I’ve also been impressed with FireEye’s acquisition strategy: The capabilities of the Mandiant team, and some of the more recent purchases, have demonstrated a real commitment to offering the most comprehensive suite of solutions to combat advanced cyber attacks.

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To learn more about FireEye, visit: www.FireEye.com

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FireEye is the intelligence-led security company. Working as a seamless, scalable extension of customer security operations, FireEye offers a single platform that blends innovative security technologies, nation-state grade threat intelligence, and world-renowned Mandiant® consulting. With this approach, FireEye eliminates the complexity and burden of cyber security for organizations struggling to prepare for, prevent and respond to cyber attacks.

