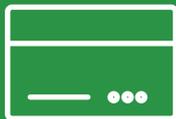




We provide digital and operational security solutions  
dealing with resilience and risk

# Fiducia case study

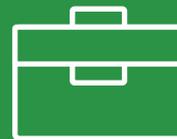
Confidential and secure  
electronic mail



**Dataguard ePay**  
Encrypted Payslips



**Dataguard eMail**  
Encrypted eMail



**Dataguard eBox**  
Encrypted Storage

# Fiducia project to launch secure, confidential solution for electronic mail



Until the merger with GAD eG into Fiducia & GAD IT AG on 1 July 2015, Fiducia IT AG was a German IT service provider based in Karlsruhe. The company is the largest provider of its kind in the cooperative financial group. The core business of the Fiducia Group is IT services for local cooperative banks. However, customers also include public institutions and independent companies. The Fiducia Group generated revenues of 720.2 million euros in the 2013 financial year and operated the agree bank system for nearly 750 banks.

The head office is in Karlsruhe. Fiducia is the third largest private sector employer in Karlsruhe after Siemens and EnBW.

Among the standard solutions developed by Fiducia is the bank software 'agree', a multi-client capable and integrated complete bank software solution. 'Agree' has been in use since June 25, 2007, by all Volksbanken and Raiffeisenbanken managed by Fiducia, making it the most widespread banking system in Germany.

## Goals



**Launch a secure, confidential solution for electronic mail and letters without complex key administration**



**Offer the solution to external customers**

## Targets



**Extension of the offering with a solution for confidential and binding electronic post for the Volks- and Raiffeisenbanks**



**Strengthening of "security" brand value**

"We are convinced that this encrypted mail platform, the solution for trusted and binding electronic post, is the right solution for us. It is secure from the very beginning, especially with its 3 level architecture and it avoids misuse and other risks right from the start."

**Matthias Weichhold**  
Product Manager,  
Fiducia IT AG

“ Fiducia IT AG launched this encrypted email solution so that they could offer their Volks- and Raiffeisenbanks customers a secure and legally compliant solution for electronic communication. Fiducia also adopted the solution to enhance their market reputation as a safety-conscious IT provider.

Investments, consulting or information services: In many cases the buck stops with the board of directors of a financial institution if and when things go wrong with data

relating to investments, consulting or information services and they are made liable in most cases. Especial care has to be taken with confidential information and it should be handled with special attention as banks are subject to central rules for risk management (MaRisk) or legal requirements like the Data Protection Act. Fiducia IT AG is well versed in the sensitive business of Financial Services and their use of highly confidential data. Fiducia sells their services to more than 700 credit unions and 50 private banks.

”

## Solution



Launch of regimail®, the solution for confidential and binding e-mail communication

## “ Security and user-friendly

Before finally choosing a secure and legally compliant solution for electronic postal services, Fiducia IT analysed the various offerings of different software providers. “The most important decision criteria were security, ease of use and minimum need for administration”, says Ingrid Krummhaar, specialist in IT services and collaboration applications at Fiducia. Taking that into consideration gateway solutions and data folder systems did not meet their requirements.

Only after successfully authenticating the recipient will the clearing service send the message key to the recipient. The email is decrypted using that message key. As the email is sent independently of the provider via the sender’s existing infrastructure, the provider never has access to its content. The provider is only responsible for processing the transaction data (keys, hash-code). Thus the provider only has minimum responsibilities in terms of support for data traffic and storing it.

”

## Minimum need for administration

Whilst the clearing service administers the keys it neither knows the users nor the content. It only handles anonymous data. End to end encryption protects the digital message with its confidential content against unauthorised access throughout the whole process of sending.



## Local, mobile and international use

By now more than 100 credit unions and private banks have begun to make use of the service. The platform client software is installed locally in the particular customer's desktop and can also be used as an App on mobile devices like BlackBerrys. For local installation Fiducia uses a Lotus plug in and in addition provides a Web

portal. The Web portal allows users to make the settings for substitutes and gives a collated number of current and finalised transactions. Ingrid Krumhaar comments: "Security comes first for us. This solution fulfills this need. Thanks to that solution we have substantially strengthened our brand value 'security'.

## Benefits

- ✓ Reasonable extension of IT service portfolio
- ✓ Secure end to end encryption
- ✓ Minimum costs for installation and use
- ✓ Competitive solution with good margins for provider
- ✓ Easy to use for customers
- ✓ Works worldwide and on mobile devices: BlackBerry, iPhone, iPad and Android
- ✓ Convincing technology
- ✓ No complex key administration
- ✓ Secure end to end encryption
- ✓ Automatic confirmation of receipt
- ✓ 3 level architecture assures security

**Q** **Fiducia IT AG has been offering this solution since October 2010. How do you judge the reaction?**

**A** We are not yet using the solution to its full potential. When an organisation adopts new software there are, in many cases, two key tasks to be undertaken: organisational structures need to be changed; guidelines for the handling of sensitive data and its legally compliant transmission need to be defined. As banks are subject to legal requirements like MaRisk those internal guidelines generally exist but need to be extended to cover these new aspects.

**Q** **How do you generate interest in this new e-mail service with your customers?**

**A** We regularly do internal fairs and regional customer events, where we present the new Fiducia encrypted email service. Our customer consultants also talk directly to customers and offer the encrypted email as an additional feature in our security portfolio. Moreover we do regular mailings and have integrated the service into our catalogue.

**Q** **The platform allows customisation to individual needs. Which options did you choose?**

**A** To make the software as convenient as possible, our customers can specify which employees should have an encrypted email account through a Lotus Notes screen. The employee then receives a password automatically when the account is created. Thus there is no additional effort involved in the individual registration of each employee. We have also made some visual adaptations to the platform by integrating our logo into the sending screen. We refer to Fiducia support for any technical questions.

