HORNETSECURITY

LVM VERSICHERUNG

LVM Insurance operates on the German market as an all-round insurance provider for private customers and small to medium-sized businesses. Over 3.5 million customers rely on the company's core values: trust, responsibility and security. Especially cyber security is playing an increasingly important role, which the LVM is well aware of.

INDUSTRY Insurance

SERVICES Spam and Malware Protection

COMPANY SIZE around 3,300 Employees

WEBSITE www.lvm.com

INITIAL SITUATION

The increasing number of emails cont-aining spam and viruses has been a ma-jor problem so far. „We wanted to counter the growing dissatisfaction of users with a solution that enabled several virus scan-ners to be connected simultaneously and improved spam detection for the digital mailboxes of several clients," explains Her-mann Fehnker, IT security officer at LVM Insurance. An important selection factor was that the filter systems automatically block most of the spam mails as soon as they come in. „Another requirement was that we find a provider that operates its data centers in Germany," says Hermann Fehnker.

SOLUTION

After a careful market analysis, the in-surance company chose Spam and Mal-ware Protection from the German provider Hornetsecurity. The cloud-based service for spam messages has been on the mar-ket for more than 10 years and guarantees binding detection rates of 99.9 percent, with less than 0.00015 false positives per clean mail. Incoming emails are first direc-ted to Hornetsecurity's hosted security solution where they are classified, scanned for viruses, tagged and then delivered to users. The filters of Hornetsecurity auto-matically reject conspicuous and malicious emails. The automated spam report allows users to deliver quarantined messages on demand. Hornetsecurity guarantees the operation and monitoring of the system and provides regular and automatic up-dates.

RESULT

After a trial period of one month, LVM's IT security officer was convinced by the cloud solution. Above all, the user-friendly inter-face and reduction of workload were very appreciated by LVM employees. Whereas they had to check for themselves why a certain email was detected as spam or not, Hornetsecurity now provides this service. „The well-organized spam report saves the time and effort of sorting good and bad mails," says Hermann Fehnker. The LVM user service can use the control pa-nel to independently identify and process queries from colleagues about potential spam emails and to provide a concrete re-sponse to employees. There is no need for queries to 2nd and 3rd level support. „Since the implementation of Spam and Malware Protection, the volume of spam calls in the user service has decreased significantly," Hermann Fehnker reports. The time-consu-ming maintenance of white and blacklists, which previously interfered with the work-flow, is now a thing of the past.

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Hermann Fehnker - IT Security Officer | LVM Insurance