



Keeping Global Travelers Safe By Securing PHI and PII

Accellion

Cover·More

TRAVEL INSURANCE

Charged with protecting nearly 10 million travelers every year against unexpected events like flight delays and medical emergencies, Cover-More manages significant amounts of sensitive customer data. This includes protected health information (PHI) and personally identifiable information (PII), digital assets highly sought after by hackers.

In addition to sharing sensitive information with banks and customers, Cover-More shares sensitive corporate information with colleagues around the world as part of the Zurich Insurance Group. Acquired in 2017, Cover-More saw an increase in email traffic containing sensitive information and determined visibility into where information is stored, who is accessing it, and finally how it is shared was critical to protecting all of their data.

“From a security perspective, relying on email was no longer the right way to do things,” says Paul Allen, CISO with Cover-More. “I was tasked to come up with a better way. Ultimately, we needed to take control of all of our transactions — internal and external — to give our security-focused partners, such as the Commonwealth Bank of Australia, the peace of mind that we were treating confidential data just as seriously as they were.”

Visibility Into All File Activity Reduces Risk and Enables Compliance with PCI-DSS

Given the sensitivity of the data it handles and processes every day, Cover-More strives to be a security-first organization. While the nature of Cover-More’s business requires prioritizing data security, it’s only half the battle in protecting sensitive customer data, as Allen sees it. “We believe that IT security expands well beyond IT, playing an overarching role in our governance, risk and compliance activities,” said Paul Allen, CISO with Cover-More. “This allows us to align IT with our broader business objectives so we can take a more proactive approach in managing risk and meeting compliance requirements that best protect customer transactions.”

With the Accellion secure file sharing and governance platform, Cover-More now has the visibility, governance and control it needs to meet its rigorous internal and external compliance requirements. For example, Cover-More will be implementing the Accellion CISO Dashboard in its security operations center to monitor all sanctioned and unsanctioned file movement in real-time, resulting in a much higher level of visibility into the Company’s file activity and governance efforts. This monitoring capability, supported by drill-down analytics and reporting, allows Cover-More to know the location of every piece of content like records containing credit card transactions. This in turn provides Cover-More enhanced governance and helps the company demonstrate compliance with regulations like PCI DSS.

“The bottom line is that we need this product for effective GRC. With Accellion, we’ve created a best practice of leveraging the highest levels of security and control and knowing exactly what is going in and out of our enterprise at all times.”

Paul Allen
CISO at Cover-More

CUSTOMER STATS

- Est. 1986
- Provides travelers in Australia, India, Malaysia, New Zealand, the U.K., and now the U.S. with high quality travel insurance coverage and round-the-clock customer service
- Acquired by Zurich Insurance Group in 2017

Private Cloud Deployment Provides Total Control With Easy Administration

With a number of deployment options to choose from, Cover-More believes a private cloud instance on Amazon Web Services (AWS) allows the Company to maintain complete control of its data, including its encryption keys. In addition, an AWS deployment reduces administrative overhead for Cover-More, which Allen appreciates.

“The more of our business we can migrate to the cloud, the more our risk level drops,” said Allen. “With an isolated AWS deployment and a built-in SFTP application, Accellion fits in very well with our security framework, allowing us to capitalize on our desired Platform-as-a-Service infrastructure. Because we have a global presence, it’s quite handy when we can alleviate administrative overhead and easily roll out future security applications and services.”

Outlook Integration Drives User Adoption

At the end user level, Allen reports a seamless integration into employee workflows. Employees continue leveraging the functionality of Microsoft Outlook, but now without putting the organization at risk. Accellion’s Outlook plugin lets employees simply click the Accellion button inside email to share sensitive information. Emails and attachments are encrypted in transit and at rest.

Partner Relationships Strengthened With Secure File Sharing

Today, Accellion is part of the standard operating environment at Cover-More, utilized globally across marketing, IT, customer service and third-party exchanges with medical, insurance, and lending partners. The positive response from valued customers and partners further illustrates the value Accellion provides.

“It’s important obviously that we’re able to securely share sensitive information among a global workforce using Accellion. It’s even better when we can extend that assurance to our external partners,” said Allen. “We’ve heard from many of them who really appreciate that their information is transported in a secure, managed and trackable manner.”

CHECKLIST

- Emails and attachments encrypted in transit and at rest
- Visibility into all files entering and leaving the Company
- Easy to use by a mobile, globally distributed workforce

QUICK FACTS

- Deployed Since: 2018
- # of Users: 500
- Demonstrates PCI Compliance
- Mobile Enabled
- Integrated with Microsoft Outlook

KEY BENEFIT

Alignment with Cover-More’s GRC strategy, namely every file shared is properly secured to mitigate risk of a data breach, while still easy for a global workforce to use every day.

COOL USE CASE

Global workforce utilizes Accellion iOS phone app for a “mobile compliance manager” that secures all mobile file sharing.

STAND-OUT FUNCTIONALITY

Complies with (and in many instances, exceeds) customer data privacy requirements as well as industry standards and regulations like PCI DSS, ISO 27001, and SOC 1 & 2.

The Accellion platform enables organizations to securely share sensitive information beyond enterprise borders while maintaining the controls and visibility needed to demonstrate compliance. Accellion’s solutions have been used by more than 25 million end users and have been installed at more than 3,000 of the world’s leading corporations and government agencies including NYC Health + Hospitals; KPMG; Kaiser Permanente; Latham & Watkins; National Park Service; Umpqua Bank; Tyler Technologies; and the National Institute for Standards and Technology (NIST). For more information please visit www.accellion.com or call (650) 485-4300. Follow Accellion on LinkedIn, Twitter, and Accellion’s Blog.

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