

# Zürcher Kantonalbank Introduces External Email Encryption

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Thanks to **totemomail**®, Zürcher Kantonalbank exchanges emails in an encrypted and secure manner. The encryption is a fully automated process that runs in the background and is thus invisible to users.

## STARTING POINT AND OBJECTIVES

The Swiss Banking Act stipulates that sensitive data must not be transmitted via insecure channels. In the past, individual employees of Zürcher Kantonalbank used various isolated solutions. This led to problems due to the lack of a central key and certificate management, and in particular because it was not possible to archive electronic correspondence in a comprehensive and uniform manner. The bank therefore decided to purchase a centralized solution and installed several **totemomail**® Encryption Gateway licenses for a defined test user group. The aim was to test the system's user-friendliness, software stability, and automated key and certificate management under real-life conditions.

## PURCHASE MADE THANKS TO MULTIPLE DECISIVE FEATURES

The results achieved were highly positive. The encryption runs discreetly in the background, without the need for users to perform additional clicks or actions before or during the message dispatch process. The provider offers several services important to the support and administration department that greatly contributed to the decision to select **totemomail**®. Nearly all requests for new features are implemented and made available very quickly as updates. Zürcher Kantonalbank highly appreciates this flexibility and customer orientation which, from their point of view, represents a key advantage over large multinational companies.

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Other noteworthy features pointed out by the responsible members of the project team include certificate management, i.e., the autonomous distribution and renewal of keys and certificates, as well as a flexible set of rules that allow for individual software parameterization and configuration. The solution's performance and stability also meet the high operational requirements of Zürcher Kantonalbank.



*„We have been using **totemomail**® for over 10 years and appreciate it greatly as a user-friendly, administration-friendly, and robust application for secure email encryption. The product continues to meet our expectations today.”*

*Michael Schlüter, IT Network und Security Engineer, Zürcher Kantonalbank*

## PROJECT FLOW, IMPLEMENTATION, AND AFTER-SALES

With the new system in place, now all emails are routed through the **totemomail**® gateway, even if they are not encrypted. Almost uninterrupted availability during operation and error-free program updates further ease the daily burden of administrators.

By now, all employees of the Zürcher Kantonalbank use **totemomail**®. Given the benefits for users and the solution's high acceptance, further **totemomail**® modules have already been purchased after the initial implementation. The present installation includes **totemomail**® WebMail and **totemomail**® PushedPDF. These modules enable the exchange of encrypted emails with communication partners who neither have any specific technical expertise nor an encryption infrastructure of their own.



### ABOUT ZÜRCHER KANTONALBANK

Zürcher Kantonalbank is an independent public-law institution of the Canton of Zurich, incorporated under the laws of the Canton of Zurich. Its registered corporate domicile and principal place of business is in Zurich, Switzerland. It has received top ratings from the rating agencies Standard & Poor's, Moody's and Fitch (AAA/Aaa). With more than 5,000 employees, Zürcher Kantonalbank offers its clients a comprehensive range of products and services. The bank's core activities include financing businesses, asset and wealth management, trading, capital market transactions, deposits, payment transactions and card business. Zürcher Kantonalbank provides clients and distribution partners with a comprehensive range of investment and retirement provision products and services.