VOTIRO

Case Study

Hachshara Insurance Company

Eliminates File-based Malware

About the Customer

Hachshara is an Israel-based insurance company that was founded in 1972 and currently has over 600 employees and over 450,000 customers. They underwrite insurance policies in the areas of general insurance (elementary), life insurance and long-term savings.

The Challenge

Prevent File-borne Malware While Offering Seamless Customer Uploads

Hachshara, like many other companies in the digital age, must provide a seamless customer experience while securing the organization from file-borne malware. However, as a financial institution that handles a large amount of sensitive information, Hachshara is even more vulnerable than most. Handling as many as 300,000 incoming files each month, Hachshara receives claims forms, identification documents and other mixed media from clients on a daily basis. With customer-facing services enabling incoming files via email, website upload and even external hardware such as USB, the risk of zero-day and other file-borne attacks presents a real challenge.

Having no designated protection against file-borne threats, Hachshara had no way to validate the incoming files against malicious content. Employees had to continuously juggle the demand to process requests quickly with the need to take precautions before opening each file. With employees turned into gatekeepers, the insurer's workflow was slow and inefficient, and the company was unable to improve performance due to security requirements.

The Solution

Security and Productivity – Without Compromise

Hachshara decided to implement Votiro as an additional layer of security, allowing employees to store, share, download, or transfer files safely throughout the organization via any platform.

Votiro uses patented Positive Selection® technology to sanitize every single file as it enters the company perimeter, disarming it of any malicious content, and putting it back together as a new, safe version with full file fidelity.

> *"Votiro has secured the use of digital channels for receiving files in our company. It adds great value in our high-risk financial business setting, allowing us to speed up the claims journey for our customers and reduce bottlenecks for our staff."*
>
> **— Yaara Lavon, CISO**

The entire process takes less than a second, leaving both the employee receiving or claimant sending the file completely unaware of any additional steps taken in the file transfer process. Hachshara chose to onboard Votiro's solution to secure the organization from weaponized files that can enter their network from any channel:

Votiro was installed to secure the company's emails and web downloads. To ensure a secure data flow across the organization, all circulating files are now automatically sanitized by Votiro's Positive Selection technology and kept in an encrypted vault with zero chance of an infected file being able to penetrate.

With Votiro, Hachshara can now ensure that:

- Files entering the business perimeter do not contain malware capable of compromising the systems
- An extra layer of security is present to protect personally-identifiable information (PII) and other sensitive customer data
- Zero-day and unknown attacks will be prevented
- Employees can safely download or receive files from claimants, whether via email, website or external hardware

The Results

Smooth Business Flow

Votiro requires minimal ongoing maintenance. With less than a second to scan and rebuild every file, the technology effectively reduces bottlenecks for the business. Both employees and claimants can continue with business as usual, without even realizing that their files are being disarmed.

Full Threat Visibility

Documents are now being inspected and correlated across all sources, providing a unified dashboard and insights on the rising threats and the channels under attack. In addition, Votiro's granular policy trust-pass filters reduce the attack surface, resulting in 1.5% of supported files being kept out according to the desired policy.
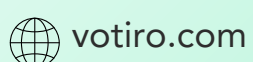
Automatic Protection

Unlike detection-based file security solutions that scan for suspicious elements and block some malicious files, Votiro singles out only the safe elements of each file, ensuring every file that enters your organization is 100% safe. Votiro completely maintains file fidelity and relieves the pressure on staff to determine whether the file is malicious or benign. As a vital part of the overall protection and defense system at Hachshara, Votiro significantly reduced the risk of incoming threats.

Try Votiro Free for 30 Days

See how Votiro stops threats before they ever reach your endpoint with a **free trial!**

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