



Provide Users with 100 Percent Secure Access to the Internet

Completely Safe Internet Access Is Critical for Tokio Marine dR Employees

Tokio Marine dR, founded in 1996, helps companies assess the various risks facing businesses today. They are part of the Tokio Marine Group, specializing in insurance and risk management. The company provides solutions by collaborating with various research institutions and utilizing databases of accidents and disasters. Their services include advanced and highly specialized consulting engagements that are customized to meet the specific needs of their clients.

The internet has become an invaluable resource for employees and consultants of Tokio Marine dR as they constantly collect and utilize information from various fields to improve the quality of their services. "Our services include worldwide risk management and information security consulting. We need to obtain the latest information as quickly as possible in order to provide effective services to our clients. Therefore we need to have unlimited access to any website, which can be dangerous," said Koichi Sekiguchi, ICT planning team leader, corporate planning department.

The internet is dangerous, and the company has found that users are constantly exposed to the risk of malware infections despite taking the most protective measures.

CUSTOMER CASE STUDY



**Tokio Marine
dR Co., Ltd.**

TOKIO MARINE DR CO., LTD.

Established in 1996, Tokio Marine Group is a risk management specialist company.

CHALLENGES

Endpoint infections occurred from malware on websites employees needed to access to perform their job functions.

Needed to protect company and client data assets with a solution that would completely eliminate ransomware and other malware.

Due to the risk of malware, employee internet access was restricted, causing lost productivity and impacting work quality.

SOLUTION

Achieved 100 percent safe and secure internet access with the Menlo Security Cloud Platform with Browser Isolation.

Provides a natural user experience to ensure smooth adoption and no lost productivity.

Enables centralized reporting to measure security effectiveness.

"Our consultants could not do their jobs without worry-free internet access, because a malware infection could damage not only our firm's reputation but also put the client's data at risk," explained Sekiguchi. "We have multiple layers of security measures in place, in addition to multiple data backups."

The company requires mandatory security training, without exception, for every employee, including executives and temporary employees.

"In the two years since implementing Menlo Security's solution, we have had zero malware infections. The solution is maintenance free, so there is no extra cost on the operational side. It has provided us with security and business value."

Koichi Sekiguchi

Team Leader, ICT Planning Team

Corporate Planning Department

"We conduct monthly training that simulates an actual cyberattack to ensure that our response plan is robust and actionable," said Takashi Kikuchi, ICT head researcher, corporate planning department. "We found our employees were getting infected with malware almost every month, with 90 percent of it coming from websites and 70 percent of that from overseas websites. Even well-known, official websites of global companies, news platforms, weather forecast websites, and many others were sources of malware."

Before the company deployed the Menlo Security Cloud Platform with browser isolation, employees were required to access the internet from 10 web browsing devices that were able to access websites from a physically separated network. However, requiring employees to use these devices was inconvenient, and led to low utilization.

"As threats have become more dangerous and sophisticated, it was difficult to eliminate risks from websites with our existing countermeasures. We felt it was only a matter of time before our systems would be infected with malware if we did not adopt web isolation."

Koichi Sekiguchi

Team Leader, ICT Planning Team

Corporate Planning Department

The data stored within the company is the lifeblood of their consulting business. “In particular, we have a huge amount of in-house data, including photos, videos, maps, as well as simulation data. This data is essential to our consultants and cannot be substituted,” explained Sekiguchi. “If this data were encrypted by ransomware, our business would come to a complete halt. It would be a huge loss if the data were lost.”

Menlo Security Eliminates Malware Before Infection Occurs

Tokio Marine dR studied multiple options for increasing security measures. “According to log analysis of our internal system, malware was detected even from websites deemed safe by web filtering products, so we thought it was impossible to prevent 100 percent of these threats with our existing countermeasures,” said Kikuchi. “Menlo Security helped us eliminate the possibility of a malware infection, rather than just detecting and removing an infection.”

The company deployed the Menlo Security Browser Isolation, which is able to separate the user from the public web while providing full access to the internet. Isolation is achieved by using a remote browser that provides only safe visual content to the user.

“Menlo Security’s technology stood out because the end-user experience is maintained, and everything works normally, except there is no malware. After a rigorous evaluation process, Menlo Security’s product was clearly the best choice for us.”

Koichi Sekiguchi

Team Leader, ICT Planning Team
Corporate Planning Department

Other options such as virtual browsers and VDI were also considered by the company. However, these options required major system changes and made the configuration more complicated. In addition, the company’s team found that the procedure for downloading files for these other solutions was complicated and much more inconvenient.

“Because of usability issues, it wasn’t feasible for our employees to use devices that were physically separated from the network in order to access websites. We found that Menlo Security increased security with very minimal impact to the end user. In addition, because it is a SaaS service, Menlo Security’s solution was easy to deploy and maintain, helping us to save money,” said Kikuchi.

The company kicked off a proof of concept in late August 2017 and conducted more than 100 tests. They confirmed that the Menlo Security solution could be used with no usability issues, and the decision was officially made to implement it two months later.

Improved Safety and Security Enables Company to Focus on Its Core Business

Tokio Marine dR completed their companywide implementation of Menlo Security in December 2017, announcing the changes to employees and explaining the effects on their internet browsing operation.

"Menlo Security has created a no-malware, risk-free environment for our consultants, and this allows them to access any website in the world to do their work. It has reduced hundreds of hours for our security and IT teams since they have had no malware infections to remediate. Our consultants are now more productive and able to focus on serving the clients instead of worrying about being infected by malware," said Kikuchi.

"In the two years since implementing Menlo Security's solution, we have had zero malware infections," according to Sekiguchi. "The solution is maintenance free, so there is no extra cost on the operational side. It has provided us with security and business value."

Menlo Security's risk visualization reporting and malware elimination also helps Tokio Marine dR to better understand its security posture. "Menlo Security provides visual reports that help us compare the policy changes we implement. In just 15 minutes per month, we're able to create a report that is then used to update senior management," said Sekiguchi.

Menlo Security Is at the Core of Tokio Marine's Security.

Tokio Marine dR believes that its web security is 100 percent safe as a result of using Menlo Security's isolation solution. "The browser starts up with no risk via Menlo Security when we access any website or click a link in an email. In the future, we expect to build out our security strategy with Menlo Security at the core," said Sekiguchi.

About Menlo Security

[Menlo Security](#) eliminates evasive threats and protects productivity with the Menlo Secure Cloud Browser. Menlo delivers on the promise of cloud-based security—enabling zero trust access that is simple to deploy. The Menlo Secure Cloud Browser prevents attacks and makes cyber defenses invisible to end users while they work online, reducing the operational burden on security teams.

Menlo protects your users and secures access to applications, providing a complete enterprise browser solution. With Menlo, you can deploy browser security policies in a single click, secure SaaS and private application access, and protect enterprise data down to the last mile. Secure your digital transformation with trusted and proven cyber defenses, on any browser.

Work without worry and move business forward with Menlo Security. © 2025 Menlo Security, All Rights Reserved.



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Contact us: ask@menlosecurity.com

