



SOMPO
HIMAWARI LIFE

Sompo Himawari Life Insurance Inc.

Combining traditional insurance products with health support programs (Insurhealth®), Sompo Himawari Life Insurance delivers lifelong value to its customers.

Challenges

- Remote desktop service was slow and unreliable
- Poor user experience and inconsistencies made online work difficult
- Continuing costs were high

Solution

- Menlo Security Cloud Platform delivers greatly improved user experience while the Isolation Core™ protects against malware
- Fewer man-hours are required to manage the system, while regular reporting gives complete visibility into web traffic
- Ready to support ongoing remote work

Sompo Himawari Life Insurance Unshackles Web Users with Isolation

Insurance and health support provider replaces remote desktop solution to speed up browsing, reduce costs, and block malware.

With web access a significant part of its business operations, Sompo Himawari Life Insurance Inc. has been vigilant about ensuring the security of its data. The risks posed by malicious or compromised sites require exceptional responses, and the company is committed to protecting its customers' personally identifiable information (PII). The growth of remote work in the wake of COVID-19 adds to the complexity of the firm's online security challenges.

To shield company employees from web-based threats, the company's IT organization had implemented a remote desktop protocol (RDP) solution. Employees would launch a virtual browser on a Windows server, which should provide protection from online risks. However, this approach proved to be problematic: The user experience was poor because of the long start-up time and slow response of the virtual browser. Additionally, users found that the sites served by the RDP solution did not always match what they would look like if browsing directly. These limitations greatly impacted user productivity.

The IT group was also concerned about the high cost of the system, which included ongoing software support, maintenance, and server upgrades. The company incurred other costs in the form of extensive efforts by IT personnel to manage the system and track down any suspicious activity.

While Sompo Himawari Life Insurance had not experienced any breaches, IT leadership wanted to ensure that its 4,000 employees could access needed web resources safely while also reducing the costs and personnel resources demanded by the RDP



solution. Having learned about Menlo Security's isolation technology from IT solutions provider Macnica Networks, the IT organization set about testing this approach.

Not All Isolation Solutions Are Equal

To fully examine isolation's potential, the IT group at Sampo Himawari Life Insurance selected a second isolation-based product for comparison, looking to judge the functional, operational, and cost aspects of the two solutions. Over the course of several months, the test team found that the competitive product presented a number of issues: First, it was a hybrid product, as opposed to a fully cloud-based platform. This meant that significant hardware resources were required, increasing both cost and complexity. Second, the product sometimes presented users with incorrect screen layouts, caused noticeable delays, or simply didn't work. Third, the issues were not quickly resolved by the product vendor, limiting the capability of the system.

In contrast, the Menlo Security Cloud Platform delivered on the requirements for speed, transparency, and usability. The solution, built on the company's unique Isolation Core,[™] serves a sanitized version of websites in a virtual browser. This means that malicious code is disabled, while all other content and functions of the site—including video—appear as expected. By creating a virtual air gap between users and the websites they wish to access, malware cannot be downloaded to the desktop.

In addition, the company can continue to use its browser of choice; for users, the experience is the same as going directly to websites without the delays or latency presented by the RDP system.

The IT group saw additional benefits to both the Menlo Security solution and the company itself. Improvement requests were handled quickly and effectively, and the product roadmap showed the longevity and scope of Menlo Security's vision. Also, the Menlo Security Cloud Platform supports large user bases worldwide, with 99.995 percent global availability, giving the IT organization confidence in the reliability of the solution.

Lower Costs. Higher Performance. Uncompromising Security.

The deployment to all 4,000 users at Sampo Himawari Life Insurance, carried out by Menlo Security, Macnica, and NTT Communications, was accomplished smoothly and on time. Today, regular reporting from the Menlo Security solution ensures that their IT staff has visibility into web usage and performance. The isolation solution also reduces costs, both in terms of the cloud platform itself and reduced effort by the IT team. Since viruses and other malware cannot reach the network, false alarms and potential threats are eliminated. This has also relieved stress on IT personnel, allowing them to focus on ensuring that network performance is optimal.

Going forward, with remote work likely to be common practice, the need for secure web access from anywhere will be a foundational driver of productivity. For Sampo Himawari Life Insurance, the speed and security of Menlo Security's web isolation platform will enable greater use of online resources that drive business and deliver enhanced services to customers.

About Menlo Security

Menlo Security protects organizations from cyberattacks by seeking to eliminate the threat of malware from the web, documents, and email. Our cloud-based Isolation Platform scales to provide comprehensive protection across enterprises of any size, without requiring endpoint software or impacting the end-user experience. Menlo Security is trusted by major global businesses, including Fortune 500 companies and financial services institutions.

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