RESPECT THE DATA

From Voltage to Virtru: Enhancing Security Across 40+ Applications for a Leading Credit Reporting Agency

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In the world of credit reporting, data security and compliance are beyond vital. This case study explores how an anonymous credit reporting agency, one of the largest in the country, leveraged Virtru's secure email platform to overcome the challenges of a significant data breach and meet rigorous compliance requirements.

With Virtru, this anonymous credit reporting agency is able to:

1. **Protect sensitive data across 40+ applications by integrating Virtru Data Protection Gateway**, including microservices, APIs, and secure file sharing, ensuring compliance with ITAR, PII, and SOC requirements.

2. **Rebuild customer trust** through the seamless integration of Virtru's Data Security Platform across their entire domain.

3. Strengthen overall security posture by **replacing Voltage with Virtru** - a collaborative partnership built on trust.

Data Breach Sparked a Security and Trust Reset

This credit reporting agency faced a major setback when it experienced a data breach, leading to a substantial $1.3 billion investment in security improvements. As part of a settlement with the Multistate Attorney General (MSAG), the agency was required to replace its previous email security provider, HP Voltage. They needed a robust solution to meet compliance requirements such as ITAR and PII while addressing SOC challenges.

They needed to rebuild trust with both their customers and partners, and they needed a secure email solution that could not only protect sensitive data, but also demonstrate their commitment to privacy and compliance.

Partners Trusting Partners

With the support of ADP, a customer and key partner, the agency deployed Virtru to safeguard data in the aftermath of the breach. Defy, a consulting firm, introduced Virtru and assisted in the decision-making process. Virtru's customization and branding options were key differentiators compared to Voltage, and its DLP capabilities were integrated with Symantec (now Broadcom) to enhance security.

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40+ Virtru Gateway Integrations: Empowering Secure Communication Across the Enterprise

The credit reporting agency utilizes Virtru's platform across a wide range of applications and use cases - *over 40 to be exact* - ensuring the protection of sensitive data in every facet of their operations.

1. **Secure Emailing with Sensitive Data**: The agency uses Virtru's SDK (Python/.NET) to send encrypted emails containing Class 5 sensitive data, protecting PII and other critical information.

2. **SMTP Relay for Microservices**: Virtru's Gateway serves as an SMTP relay for sending emails from microservices (GCP-GKE) to external consumers, ensuring secure communication between the agency's systems and its clients.

3. **ES Portal Notification API Integration**: By integrating Virtru with its ES Portal Notification API, the agency can send secure emails to both internal and external users, streamlining communication while maintaining the highest levels of data protection.

4. **Verification of Employment**: Virtru enables the agency to securely send audit copies for verification of employment (Class 5 data) to Government-Sponsored Enterprises (GSEs), meeting strict compliance requirements.

5. **Credit and Identity Application Integration**: The integration of Virtru with credit and identity applications allows the agency to send secure emails directly to customers, enhancing trust and data privacy.

With the vast array of use cases within this singular organization, Virtru has become an essential tool for the business. It's not just about meeting compliance requirements; it's about protecting customer data and maintaining their trust - and Virtru helps make that possible.

A Relationship Built on Trust and Innovation

In addition to putting down significant roots in the Virtru Data Security Platform, the human aspect is what shines bright in this partnership.

The credit reporting organization has developed a strong, collaborative relationship with the Virtru team. This partnership has fostered trust and a desire to expand the use of Virtru's services across their operations. The agency's progressive-thinking group is eager to explore further opportunities with Virtru, particularly in the area of Client-Side Encryption (CSE), pending the addition of collaboration features.

Ultimately, Virtru has become an indispensable partner in protecting sensitive data and rebuilding trust after a significant breach. By leveraging Virtru's secure email platform across numerous applications and use cases, the agency has strengthened its security posture, ensured compliance, and demonstrated its commitment to safeguarding customer information.

As the partnership continues to evolve, Virtru remains dedicated to providing cutting-edge email security solutions to help the agency maintain its position as a leader in the credit reporting industry.

Need to safeguard your organization's private data?
Start the conversation at virtru.com