A Tradition of Security

The National Banks of Central Texas honor their promise

At a Glance:
- *The National Banks of Central Texas*

Background:
- *Founded in 1889*
- *Seven branches in central Texas*
- *$425 million in assets*
- *200 employees*

Issue:
- *Needed email encryption to send sensitive data to employees, customers and business partners*

Solution:
- *Zix® Email Encryption*

Benefits:
- *Secure messages sent directly to recipient's email inbox*
- *Customers can send encrypted email to the bank*
- *Easy installation and maintenance*
- *No additional software or training required*
- *Easy to use for end-users*

For more than a century, The National Banks of Central Texas have been helping customers build their financial security. Now they're helping protect their sensitive financial and personal data online as well.

"We are very aware of our customers' privacy and were determined it wouldn't be breached, especially in this day and age of identity theft," said Barry Birchard, the banks' Information Security Officer. "That's why we chose Zix for our email encryption solution."

With close to 30,000 customers — a significant number of them overseas on active military duty — The National Banks of Central Texas felt it was imperative they provide a top-notch level of security that would make their customers feel at ease when conducting online transactions from such far-flung postings as Afghanistan and Germany or as close to home as Copperas Cove or Gatesville, Texas.

"Having Zix Email Encryption in place was a way we could guarantee our customers' confidential information was protected," said Birchard. "Before we implemented this solution, we were getting privacy questions from customers all the time. Now they can see right away that our email is encrypted and that makes them feel safer. They also like that they can ask us questions about their accounts by sending us a secure email themselves."

Birchard set up specific criteria that encrypt such personal data as account information, loan and mortgage applications, and Social Security numbers. "Anything of a sensitive nature is automatically encrypted," he said.

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About Zix

Zix is a trusted leader in email data protection. Zix offers industry-leading email encryption, a unique email data loss prevention (DLP) solution, and an innovative bring your own device (BYOD) email solution to meet your company's data protection and compliance needs. Zix is trusted by the nation's most influential institutions in healthcare, finance and government for easy-to-use secure email solutions. For more information, visit www.zixcorp.com

Birchard says the Zix solution is easy to use and requires minimal maintenance. "The Zix solution is a workhorse that keeps plugging away. I don't have to do anything with it. I can set it and forget it, because it's so reliable," he said. "And when you're a network administrator, you're very grateful for that."

The fact that the Federal Financial Institutions Examination Council (FFIEC) agencies are also Zix customers is important to Birchard. "We communicate regularly with the federal regulators, and it's very convenient to be able to do so transparently and securely," he said. "In fact, the other day the Office of the Controller of Currency was in, conducting an IT audit. It made it a lot easier when they realized we were Zix customers too."

Zix Email Encryption let organizations like The National Banks of Central Texas instantly plug into the ZixDirectory®, the largest email encryption directory in the world, with tens of millions of members and growing at approximately 140,000 new members each week. Once connected, users send and receive secure email without having to understand encryption keys. Zix provides automated key management for all of its customers in a wide variety of industries, such as financial services, healthcare and government.

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"Companies that consider security and privacy critical to their bottom line call on us to encrypt their sensitive email," said Nigel Johnson, Zix's Vice President of Business Development. "The FFIEC agencies use Zix, and we are recommended by the Conference of State Bank Supervisors as the proven option for email encryption."

For The National Banks of Central Texas, the ability to guarantee their customers' peace of mind and continue to offer security — both financial and email — is the most important thing of all. "Security has been our promise for the last 100 years," said Birchard. "And we're proud to carry on that tradition into the future."

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