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RESEARCH

Secure Email
User Survey 2021

POWERED BY

Beyond Encryption

Encrypting email

75%

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Key Findings

61%
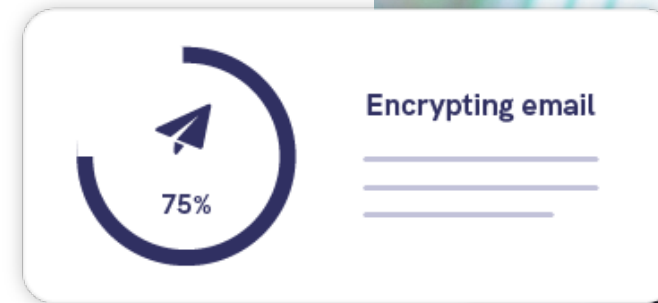
use Mailock to...

protect proposal and policy documents

50%

use Mailock to...

keep banking and financial details safe

45%

use Mailock to...

secure anti-money laundering documents

53%

noted...

increased efficiency of communication

40%

recognised...

a positive environmental impact

37%

experienced...

a reduction of costs for print and post

Favourite Features

... the security provided to both Mailock users and their clients.

MAILOCK SECURES MESSAGES WITH 2-FACTOR AUTHENTICATION AND AES-256 ENCRYPTION

... how easy Mailock is to set up and use.

MAILOCK CAN BE INSTALLED AS AN OUTLOOK ADD-IN OR DEPLOYED AT YOUR MAIL SERVER

82%

said Mailock helps them to...

feel protected from human error

93%

said clients report...

no critical feedback at all

7/10

said, when using Mailock...

"clients relay excellent feedback"

Our Survey Says...

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SECURE EMAIL

1. What is secure email, and why should you use it?

Secure Email, Explained

Email is a widely used form of communication for both personal and business use, with an estimated 306 billion emails being sent in 2020 alone. However, email was not created with security in mind.

In a 2020 survey, 93% of IT leaders disclosed that their company had experienced data breaches from outbound email within the last year. One of the most common causes behind these breaches was human error, with 80% of respondents attributing breach incidents to missent emails. According to a recent survey, 85% of breaches involve a human element.

These high percentages are not surprising when considering that only 44% of respondents have message-level encryption, and 16% have no data protection technology in place at all. So, what can businesses do to improve their cyber security?

SECURE EMAIL

Introducing Mailock

A secure outbound email solution is software that protects the sensitive data sent in your emails. It ensures private information held within message contents and any attached documents is defended from cyber threat and human error.

Mailock is an outbound secure email solution brought to you by <u>Beyond Encryption</u>. It offers users end-to-end email encryption with authentication challenges to prevent against cyberthreat and human error. Mailock is used by businesses and their clients to ensure private documentation and correspondence remains in the right hands, whether in transit or your mailbox.

In this report, we will explore the results from a recent survey of our customers, gaining further insight into how businesses use Mailock, and what areas within your business could benefit from making email secure.

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2. What types of information should be sent securely?

Sensitive Information

When it comes to customer communication, email provides an irreplaceable efficiency that businesses often take advantage of to exchange personal data with their clients. This data can include:

· National insurance numbers

· Tax identification numbers

· Addresses

· Phone numbers

· Card and bank account numbers

· Dates of birth

This information is most often used within documents sent in industries such as Financial Services, Law and Medical. It is important for these businesses to ensure data is being sent securely, with government advice stating that emails should be encrypted and documents password protected.

Types of Documentation Sent Securely Using Mailock

We asked Mailock customers about the documents commonly used within their industries, and which of them they frequently protect when sending documents to clients.
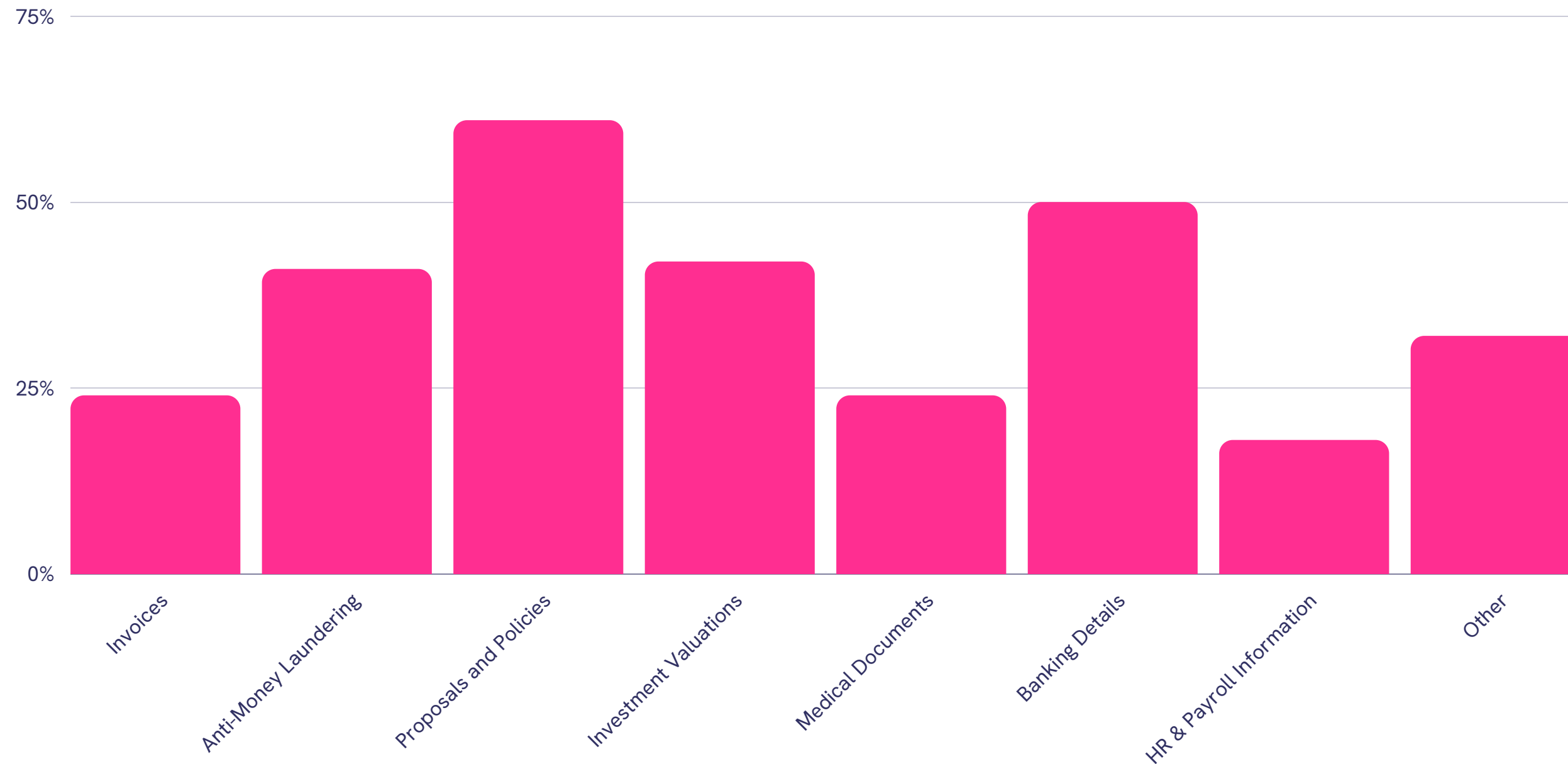
What Type of Documents are Included in 'Other'?

- Passwords for shared network, online, and email accounts
- Tax advice and returns
- Account information
- Provider illustrations
- Suitability reports
- Investment reviews
- Payslips and P45s
- ID (e.g., passport)
- Mortgage offers

Financial Services

The Financial Services industry is currently undergoing massive digital upheaval, with companies seeking to replace legacy software and offer their customers safer and more convenient services. Updating their communication offering is a large part of this, and email should be the first step.

45%
regularly protect...

anti-money laundering documents

61%
regularly protect...

proposal and policy documents

42%
regularly protect...

investment valuations

50%
regularly protect...

banking details

They... Integrate with existing systems.

Integration with other software is one of the main elements a business considers when looking to buy a new product, as they:

· Elevate existing workflows
· Save the cost of middleware
· Increase overall ease of use
· Encourage habitual activities

92% take advantage of the Mailock Outlook Add-in.

MAILOCK USAGE

3. How do customers use Mailock?

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They... authenticate recipients.

Encryption only goes so far as to protect the sensitive information held within messages. Authentication of recipients ensures your email is only opened by the individual it was intended for.

Mailock offers two types of authentication, Q&A challenges and SMS codes, with customers reporting frequent usage of both.

They... Elevate their brand.

Branding is important for building customer relationships and distinguishing a company's offering. Businesses are starting to value the importance of associating their branding with data security solutions, promoting their commitment to excellent cyber security practices and the protection of client data.

24% of users have already added company branding to their outbound secure emails.

They... protect their employees.

Potential data breaches are one of the largest stressors on employee mental health, with many fearing for their jobs due to 31% of UK businesses firing an employee due to experiencing a data breach.

Mailock customers set up 'nudge words' for their employees: pre-defined phrases that, when typed within an email, cause a dialog box to appear asking if the user would like to secure their message.

10% of Mailock customers report they have also created bespoke lists of 'nudge words' to match their company offering and data security policy for outbound communications.

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5. Why choose Mailock as your secure email provider?

Security

You would expect the main benefit from using a secure email solution to be heightened security for the business, and you're not wrong. When asking our surveyed users, we discovered that:

43% said that their favourite aspect of Mailock was the security provided to both them and their clients, with 7/10 of their clients relaying excellent or good feedback and 93% with zero issues.

82% agreed that Mailock made them feel protected from human error.

Ease of use

When it comes to new products, 70% of senior executives would sacrifice functionality for ease of use, as it affects multiple aspects of a business such as user adoption and productivity.

Luckily, our customers rate ease of use as one of Mailock's top qualities, describing the process of setting up and utilising the software as easy for both them and their clients.

Business Impact

Mailock doesn't just offer security, it also offers a host of other benefits felt across the business, so it's not a surprise that 8/10 of users would recommend Mailock to people they know.

53%
said...
efficiency of communication has increased

40%
said...
they recognise a positive environmental impact

37%
said...
there has been a reduction of print and post costs

11%
said...
they have achieved accelerated operational process

Beyond Encryption

Beyond Encryption

Beyond Encryption is a SaaS company based in Fareham, Hampshire. We are passionate about helping companies and individuals secure their data and online identity, all while remaining compliant, reducing costs, and improving operational efficiencies.

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