

Hawaii Western Management Group

Introduction

This case study of Hawaii Western Management Group is based on a survey of SonicWall Hosted Email Security (HES) customers by TechValidate, a third-party research service. As one of Hawaii's largest health insurance management service companies, Hawaii Western Management Group utilizes its infrastructure, technology, expertise, and accredited PPO provider network to administer both fully insured and self-funded health plans for a wide range of organizations. The company also has operations in Oregon.

“SonicWall Hosted Email Security does an excellent job of filtering unwanted email and has a good filter rule system for managing whitelists and blacklists.”

—William Chen, IT Director

Challenges

The medium enterprise healthcare company had previously been challenged by phishing and spam, email fraud, data loss prevention (DLP) and business email compromise (BEC), as well as email containing malware, ransomware zero-day attacks and malicious embedded links.

Use Case

“We have on-premise Exchange and use SonicWall HES as our hosted email security,” says Chen. “We have a disaster recovery co-location facility and, until we moved to Hosted Email Security, we could not test email as part of our DR exercise. We now can demonstrate that ability.”

Chen had previously tried Barracuda, Zix and Sophos offerings before ultimately selecting the SonicWall Hosted Email Security solution.

“We liked SonicWall's offering,” reports Chen. “For our customers, the secure mail portal was a requirement. For our company and IT team, we wanted a tool that could effectively reduce our risk of exposure to email-borne threats.”

“We have a strong user education program, but email attackers are still a step ahead,” says Chen. “We like the fact that we can easily create filters to block zero-day email threats both incoming and outgoing.”

Results

Chen has been pleased with the results. “We've seen a significant reduction in unwanted email, Improved messaging security between partner and vendor organizations. We've also seen Increased awareness among our employees regarding email risk (we use auto-reply notifications for email violations).”

“I especially like the ease of use combined with the strong features. My team would like email security to be a ‘set and forget’ type of tool that doesn't require daily monitoring and tweaking. We feel SonicWall HES does this well.”

Chen says that the company has benefited from several of the solutions features, including:

- Anti-phishing
- Anti-virus/anti-spyware
- Advanced Threat Prevention
- Compliance Policy Management
- Email Encryption
- Robust management and reporting

Company Profile

Company:
**Hawaii Western
Management Group**

Company Size:
Medium Enterprise

Industry:
Healthcare

About SonicWall Email Security

SonicWall delivers Boundless Cybersecurity for the hyper-distributed era and a work reality where everyone is remote, mobile and unsecure. By knowing the unknown, providing real-time visibility and enabling breakthrough economics, SonicWall closes the cybersecurity business gap for enterprises, governments and SMBs worldwide. For more information, visit www.sonicwall.com.

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