



Suffolk County Council uses Egress encryption to protect sensitive information shared via Office 365

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Alastair Macartney
Customer Data and Insight Manager
Suffolk County Council

Having moved to Microsoft Office 365, Suffolk implemented Egress to secure and control the sensitive information all their employees share via email, including large file transfer.

The Challenge

Alastair Macartney, Customer Data and Insight Manager at Suffolk County Council, explains: “As with many local authorities, Office 365 offers Suffolk County Council the opportunity to improve productivity, enhance flexibility, and reduce IT management and cost overheads. One important aspect of migrating our infrastructure was ensuring council staff can share sensitive information securely at all times with third parties, including police, and health and social care providers. Previously, we had relied on password protecting sensitive information shared via email and then communicating the password via another means, such as over the phone. Staff found this an inefficient process so we took the opportunity of migrating to Office 365 to examine other ways to encrypt and protect this information. As a result, we chose to provide Egress Email and File Protection to all council staff.”

Securing information shared via Office 365

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Always in control

“The detailed audit logs provided by Email and File Protection means that the council has complete visibility over the information being shared, including who has accessed it and what they’ve done with it. As a result, citizens’ sensitive information is always protected to the necessary level and council employees always remain in control.”

A necessary way of working

“Data protection in local authorities is more than a box-ticking exercise. As Suffolk County Council has demonstrated, using enhanced security and control functionality to protect sensitive information shared via cloud email environments is becoming a necessity of all council staff’s day-to-day duties.”

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Suffolk County Council has approximately 4,000 employees split across four distinct directorates: Adult and Community Services, Children and Young Peoples Services, Public Health & Protection and Resource Management. Between them, these directorates provide services to over 730,000 citizens, and consequently send and receive sensitive information via email on a daily basis. As a result, the council sought to provide all employees with an easy-to-use solution that would offer enhanced information security and data protection.

The Solution

Macartney continues: “Using Email and File Protection, when sending information via email all staff need to do is select the relevant level of protection from a dropdown within Outlook. Just with the click of a button, they have saved the council from a potential data breach and a monetary penalty from the Information Commissioner’s Office (ICO) of up to £500,000. Using Email and File Protection, we can also control what third party recipients can do with the information that’s shared with them, such as forwarding or printing emails and documents, and copying and pasting content. In addition, the detailed audit logs provided by Email and File Protection means that the council has complete visibility over the information being shared, including who has accessed it and what they’ve done with it. As a result, citizens’ sensitive information is always protected to the necessary level and council employees always remain in control.

“Another benefit provided by Email and File Protection is the ability to do what’s known as ‘domain-based splitting’. This means that when a council staff member is sending an email to multiple recipients, some of whom have GCSX email addresses, Email and File Protection will send those via GCSX but will encrypt the others. This protects those emails being sent over the internet to third parties unable to access government secured networks. As a result, council staff don’t have to send two separate emails but can simply and quickly ensure all sensitive information is securely delivered to the recipient.”

Egress UK Sales Director Kelly McCann comments: “Data protection in local authorities is more than a box-ticking exercise. As Suffolk County Council has demonstrated, using enhanced security and control functionality to protect sensitive information shared via cloud email environments is becoming a necessity of all council staff’s day-to-day duties. Egress provides secure email and file transfer services to approximately 30% of the UK’s local authorities and, as a result of these close working relationships, our teams are especially equipped to help councils protect and control citizens’ sensitive data. In particular, we look forward to continuing our partnership with Suffolk County Council as they securely embrace the benefits offered by cloud services, with the full assurance that Email and File Protection is protecting their sensitive information.”

About Egress

Egress Software Technologies is the leading provider of privacy and risk management services designed to manage and protect unstructured data. Offering Government and Enterprise customers a portfolio of complementary services, the Egress platform leverages machine learning led policy management, encryption and eDiscovery

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