



Avidia Bank selects Egress Email and File Protection to enhance secure communication with external third parties

About Egress Software Technologies

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 to enable end-users to share and collaborate securely, while reducing the risk of loss and maintaining compliance. These award-winning integrated services include email and document classification, accidental send prevention, secure email and file transfer, secure managed file transfer, secure online collaboration and secure archive.

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Formed in 2007 by a merger between Hudson Savings Bank and Westborough Bank, Avidia is now a \$1.4bn mutual community bank headquartered in Hudson, MA. As an investor in leading technology, Avidia constantly strives to innovate and deliver the highest levels of service to its customers, which includes the need to protect sensitive shared data. “We recognise that when sharing potentially sensitive data with a varied community of external third parties, including customers and banking partners, we need to ensure the highest levels of security and assurance,” explains Daniel Serafin, Senior Vice President - CIO at Avidia Bank.

“Prior to our investment in Egress Email and File Protection, these third parties were struggling to open our encrypted emails and could not read ‘.pdf’ attachments, which meant considerable strain was put on our support desk to make sure partners and customers had access to necessary data.” “Having recently deployed Email and File Protection, we have already seen a significant drop in these support calls, as users find the access and authentication process so much easier. Email and File Protection also allows recipients to reply in encrypted format free of charge, which is crucial to ensuring secure communication across our network. In addition, using Egress we can future proof our approach to secure data exchange, by offering additional services on the same platform including large file transfer, which we anticipate moving to in early 2018.”

Commenting on the announcement, Egress CEO Tony Pepper stated: “We are delighted that Avidia Bank has chosen Egress to meet their email and file encryption needs. As a leading financial services provider in the US, Avidia is committed to providing the highest standards of services, which includes protecting the confidential information they share with third parties. The fact that by using Egress they can meet immediate requirements, as well as plan for future secure sharing needs, not only benefits the bank but also their customers and associated partners in the longer term.”

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