Multi-state mortgage lender streamlines operations with email security platform.

LeaderOne Financial simplifies compliance and accelerates business thanks to Barracuda Email Protection.

EMAIL PROTECTION

Customer

- US mortgage firm with 90+ branches across 48 states
- More than 600 staff, including 300+ licensed originators
- Most employees work hybrid or remote

Challenges

- Archiving for regulatory compliance complex and time-consuming
- E-discovery for audit and legal purposes slow and difficult
- Needed to encrypt outgoing email to ensure protection of sensitive data
- Wanted to monitor and recall internal emails to prevent exposure of sensitive data
- Needed strong domain fraud protection to ensure outgoing email delivery
- Needed ability to find and scrub inappropriately stored documents with sensitive data

Solution

Barracuda
Email Protection™

Benefits (anticipated)

- Fast, easy, reliable archiving and e-discovery
- Powerful, automatic email encryption
- Strong, automated DMARC configuration for domain fraud and reputation protection
- Ability to quickly and easily recall misdirected internal emails
- Automated IT operations estimated to save $100K–$250K per year

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When LeaderOne Financial Vice President of Information Technology Services Wyatt Hansen first joined the company in 2019, LeaderOne was already using a Barracuda email security solution to protect its Microsoft 365 deployment.

Recently, Wyatt and his team approved a new subscription to the latest iteration of Barracuda Email Protection, a comprehensive platform that integrates a rich set of capabilities to provide wraparound protection of email and data in Microsoft 365.

Archiving that supports compliance and e-discovery

"As a mortgage lender rather than a bank, we're not members of FDIC and we're not required to be PCI compliant," says Wyatt. "But we are regulated, and we're required to keep at least seven years of records of interactions with borrowers, business partners, employees, etcetera. Before having Barracuda Email Protection, we were using a mishmash of systems to try and keep track of all that. It was time-consuming and we could never feel certain that we were fully compliant."

"And when it came time to do e-discovery, and deliver those records to auditors, federal agencies, and regulators, and to provide solid analytics from that, it was incredibly difficult for our small IT team to handle with Microsoft's built-in e-discovery tool" Wyatt continues. "But once we moved to Barracuda, the Cloud Archiving capability totally transformed that situation. It has no trouble absorbing the absurd amount of email and other data that we need to store. And when it comes to working with our legal team and auditors to pull the exact data we need, everything is so much easier. The interface is clean and simple, and search functions are very robust and granular."

Automatic encryption to protect sensitive data

One of the challenges Wyatt's team faces is the fact that a lot of LeaderOne's staff, while highly skilled and experienced in the mortgage business, are not necessarily very tech savvy or attuned to data security. So it's not terribly uncommon for someone to inadvertently attach sensitive or protected information to an email that goes outside the organization — which could result in violations of the Gramm-Leach-Bliley Act (GLBA).

"One feature of Barracuda Email Protection that is insanely helpful in preventing GLBA violations is how it scans email for sensitive financial or other information and encrypts it automatically," says Wyatt. "We've done a lot of education, and those mistakes are a lot less common now, but that automatic encryption is truly invaluable. It makes us feel much more confident that we're staying compliant."

Wrong internal address? No problem

Incident Response is a capability in Barracuda Email Protection that is designed to let admins very quickly and automatically find and recall or delete any malicious emails that may have landed in users' inboxes. But Wyatt and his team have found other beneficial use cases for this capability.

"There have been several instances where someone has sent an internal email containing some kind of sensitive information, and they sent it to the wrong person — they call us and say oh jeez I meant to send this email with compensation info to Michael T. in HR instead of Michael H. in Marketing, for example," says Wyatt. "And with Incident Response, it's super easy to go pull that back out of the wrong person's inbox, and even to tell the sender whether it got opened before we got to it. And that's regardless of whether it was on a mobile or desktop device, or using a different mail client. So that's been very helpful."

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> **Wyatt Hansen, Vice President of Information Technology Services**
> LeaderOne Financial

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"Another unexpected use case came from when we were still learning how to use a new ticketing system, and this was actually my own fault," continues Wyatt. "I accidentally created some email loops that would result in internal spamming, in one case a response sent 2,000 emails, one per minute for several hours. Some people in the company were saying the ticketing system was unusable, that they'd have to remove email from their phones due to all the notifications. There was anger."

But using streamlined, integrated Barracuda Email Protection interface, Wyatt was able to quickly resolve the issue. "I went in and it took just minutes to find that whole string of messages and pull them all back from everyone's inbox," he says. "If we'd had to do that manually it would have taken hours or days."

Domain fraud protection

Barracuda Email Protection includes domain fraud protection features that make it very easy to automate the configuration of DMARC and DKIM records to prevent email providers from marking emails as spam. "All the big public servers — Gmail, Yahoo, Hotmail, and so on — got very strict about tagging emails as spam if those records aren't in place," says Wyatt. "And this was causing a lot of frustration for some of our users whose emails to, say, 500 customers at a time were not getting delivered or going straight to spam folders."

Once Wyatt's team was able to ensure proper DMARC configuration, the problem disappeared. "Domain fraud

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Wyatt Hansen, Vice President of Information Technology Services
LeaderOne Financial

protection features of Barracuda Email Protection have been incredibly helpful," he says. "That's been a huge part of better managing our outbound email and ensuring that email servers recognize us as a legitimate business."

Keeping desks clean

One of the newer features to be built into Barracuda Email Protection is Data Inspector. Using both preconfigured and custom parameters, it scans all the data in SharePoint and OneDrive environments to identify documents and data that are stored in violation of company policies, as well as any previously undetected malware.

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"One thing we used to struggle with is enforcement of our clean-desk policies," says Wyatt. "I mean, loan documents are filled with sensitive financial data that we are required to store securely. But a lot of our people like to keep those documents in their personal SharePoint or OneDrive, which means they're more vulnerable to being exposed inappropriately."

"Data Inspector is an excellent tool for meeting that challenge and enforcing those policies," he continues. "It's very easy for us to scrub through those data sources, find all those documents and secure them properly. At least in the finance sector, but likely in many other industries, that makes Data Inspector incredibly valuable."

Six-figure savings

When asked about the direct return on investment that Barracuda Email Protection delivers in terms of time and money saved through automation of resource-intensive processes, Wyatt doesn't hesitate. "Barracuda Email Protection saves us a huge amount of IT staff time in many different ways. Finding and remediating instances of inappropriate — as well as malicious — email. Conducting archive searches to support audits and e-discovery. Enforcing clean-desk policies. Ensuring DMARC configuration stays current... I'd be very surprised if the savings amount to less than $100,000 per year, and I think it could be as high as $250,000."

Summing up

Wyatt sums up his experience of working with Barracuda in glowing terms. "Barracuda is clearly on the cutting edge of creating excellent email and other security solutions. Their tools are easy to use and very powerful. Support teams are always available and helpful and dedicated to solving any issue that arises — we always feel that we're all rowing the same direction, rather than fighting to get things resolved. Our issues are their issues. So overall I'm very pleased to have Barracuda as our security partner, and I'm excited to see how their offerings evolve in the future."

Learn more:

Barracuda
Email Protection™

Barracuda Email Protection is for organizations that want to protect their businesses, brands, and people against the most advanced email-borne threats. It's a comprehensive, easy-to-use solution that delivers gateway defense, API-based impersonation and phishing protection, incident response, data protection, and compliance support.

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About Barracuda

Barracuda is a leading cybersecurity company providing complete protection against complex threats. Our platform protects email, data, applications, and networks with innovative solutions, and a managed XDR service, to strengthen cyber resilience. Hundreds of thousands of IT professionals and managed service providers worldwide trust us to protect and support them with solutions that are easy to buy, deploy, and use. For more information, visit barracuda.com.