



# Marlborough Funds Manager Case Study

## About Marlborough Funds

The Marlborough Group is a privately-owned company which employs over 120 staff. The group has approximately £6 billion assets under management, operating more than 70 authorised Collective Investment Schemes: including UCITS and AIF structures.



## The Challenge

Marlborough dispatches contracts and numerous client sensitive documentation via email which needs to be safe and secure. Additional responsibility is placed on the company to ensure that no security breaches occur. Marlborough recognised the importance of email and data security when sharing information electronically and realised their fundamental requirement to implement a process to safeguard client data. Furthermore, ensuring that their data is solely accessible by the intended recipient. Compliance with several regulatory legislations, such as FCA regulations and the Data Protection Act, is also a vital requirement for Marlborough that needed to be addressed.

Marlborough's current system for password protection required further enhancement. Strengthening security processes proved advantageous and further reduces the potential for data loss and risk to reputation. Recent hacking incidents publicised in the media highlighted the necessity for a more robust and streamlined process for protecting client data when sending documents with electronic mail systems.

## Key challenges

- Secure confidential client data including PII
- Secure data traversing many jurisdictions
- Control where data resides and data tracking
- Secure data and files in transit and in storage
- Compliance with relevant standards and regulations, including GDPR
- Data protection with minimal impact to business function and end-user
- Accessibility and availability of secured communications
- Advanced Access control and management
- Strong and current solution, yet simple for anyone to use
- Quality and reliable support

## The Solution

As part of the evaluation process Marlborough conducted a detailed review of the Galaxkey data protection solution. The following criteria were evaluated:

- ❖ Any prospective solution must ensure that it supports all existing business processes and does not compromise any client service level agreements.
- ❖ The preferred solution must be easy to utilise and provide a secure mechanism to transmit documents to the intended recipient.
- ❖ All emails must only be accessible by the intended recipient.

A pilot, using the Galaxkey solution, was undertaken within an internal department which follows stringent deadlines.

The trial was successful in terms of the ease of use of the software, with good feedback being received from the department and clients who took part in the trial. The solution comprehensively secures electronic mail (end-to-end). The unique solution architecture removes the potential of any hacking or guessing of passwords to compromise data and access to emails is controlled so that only the intended recipients can access the data. Further process enhancements are obtainable through Galaxkey documentation. Video guides as well as technical support are also available to help users better understand the pilot.

## Recommendations and Updates

From Marlborough's analysis and testing results it was concluded that Galaxkey provides a cost-effective means of enhancing the security of their client data and sensitive information. Moreover, the solution integrated efficiently with existing system processes.

The Marlborough Group intends to release an online dealing service for UK retail clients to place investments into third-party fund ranges. This service will provide clients with confirmations (contracts) electronically. These contracts contain highly sensitive client data and must be properly secured. Following on from the successful implementation of the licensed software, Marlborough have since tested and implemented the Galaxkey Secure Gateway portal to ensure that all client correspondence transmitted is protected.

Marlborough's experience in working with Galaxkey was positive from the start. Galaxkey understood the business requirements and fulfilled the company's needs whilst not over-complicating the process. The outcomes of the pilot and the feedback Marlborough provided resulted



in Galaxkey producing a YouTube video, allowing the set-up for underlying clients to become a much easier process to follow. This provided Marlborough with comfort as their client base and third parties now have access to multiple, simplistic instruction materials. Additionally, this has encouraged Marlborough to roll-out the solution, internally, to other areas as well.

## Benefits

- Supports all existing business processes
- Secures all forms of communications, files and documents
- Any device, any platform, any environment
- Policy management
- Password Access Management
- Key management
- Single sign-on
- Geofence (choose data location)
- Notifications (recorded delivery)
- Digital signing (Anti-spoof)

## About Galaxkey

Galaxkey, based in the UK, provides a strong yet simple to use data protection platform. The solution provides the flexibility for either cloud or on site management of encrypted data and keys. The high assurance security platform is underpinned with government and banking-grade encryption processes which ensures compliance and security best practices for any organisation. Using Galaxkey, organisations and users are able to secure data at the click of a button and this includes emails, files on FTP servers, end points and cloud storage, to name a few. Galaxkey can be used to secure data and control access to data regardless of its location. With Galaxkey you control your data security. Any data, any place and any time.

