Confidence in a connected world. ✅ Symantec™

Widder GmbH

Trusted, Fast, and Uncomplicated Website Security for Hosted Email Service

Challenged to launch a new hosted email service quickly and securely, Widder turned to Symantec Website Security solutions. This dynamic Austrian technology services provider has standardized on Symantec SSL Certificates to ensure small- and medium-size business customers enjoy a reliable and trusted environment to manage their emails. The Symantec Website Security solution supports any device customers might choose to browse their emails, and gives them the confidence their Exchange email is secure and free from malicious code and other malware. The implementation was completed extremely quickly, and according to a Widder spokesman, "The entire process of authorization, purchasing, and installing the Symantec SSL Certificates was quick, easy, and uncomplicated."

Confidence in the cloud

There were two clouds on Widder's horizon; one very bright; the other darker. The bright cloud was the impending launch of a new cloud-based, hosted Exchange solution, whereby Widder would offer small- and medium-sized businesses (SMBs) a cost-effective, low-risk managed email service. The simplified service took the headache out of email management for SMB organizations: Widder manages the Exchange mail server hardware, licensing, and backup—customers simply log on using their preferred device.

The darker cloud concerned the security of the web-based hosting service. Customers wanted the confidence of knowing that access to their email was completely secure and free from malware and other threats, regardless of which device they were using to access it. "We can't control and we don't want to control the type of device or the environment our customers use for the Widder managed email service," explains Wolfgang Menk, chief information officer at Widder. "We needed a website security solution that reliably supported everything from phones and tablets, to different operating systems."

ORGANIZATION PROFILE

Website: www.widder.at
Industry: Technology
Headquarters: Vienna, Austria

SYMANTEC SOLUTIONS

Business Authentication

Why Symantec?

· Globally respected and trusted brand name

· Proven, secure, uncomplicated SSL certificates

· Comprehensive SSL functionality

Widder already had experience with Symantec, having previously used the company's SSL Certificates, and engaging Symantec enterprise security and data protection technologies in their security standard. Widder is also a Symantec Silver Partner, so is aware of the company's positive market reputation, proven technology, and responsiveness. "We wanted the gold standard in website security, and Symantec stands out for its leading market position, continual innovation and product development, and professionalism," says Menk. "We compared the Symantec Website Security Solution to others SSL certificates from Thawte and eTrust, but both of these lacked Symantec's global recognition and strength of brand."

Seeing the Norton Secured Seal whenever the email service is used also installs a strong degree of trust and confidence among the hosted email users. Menk explains, "A mountaineer would not put his trust in a climbing harness purchased from a discount supermarket. It's the same with website security. Our customers want to be confident their Exchange email is secure and free from malicious code and other malware. The Symantec Website Security solutions give them that confidence."

SSL certificates bought, tested, and launched in days

The process to purchase and implement the SSL certificates could not have been easier. Widder had the option either to buy the certificates online for individual use, or to bundle separate SSL purchases into one transaction. One-time enrolment offered the added flexibility to pre-approve domains, as well as organizational and contact information for faster delivery. Moreover, Symantec quickly and efficiently verified Widder GmbH as a business, the domain control, and their authority to apply for a certificate.

SOLUTIONS AT A GLANCE

Key Challenges

- Support delivery of secure new Exchange hosting service
- Accelerate authentication and delivery of certificates
- Lower cost of security

Symantec Products

- Symantec™ SSL Certificates

BUSINESS VALUE AND TECHNICAL BENEFITS

- Secured cloud-based, hosted Exchange service
- Lowered the cost of website security
- Supported security across any device
- Gives customers confidence their Exchange email is secure and free from malicious code and other malware
- Purchased, tested, and launched in days
- Included Norton Secured Seal for added user trust and confidence
- Enabled team to self-serve their trust services

"The entire process of authorization, purchasing, and installing the Symantec SSL Certificates was quick, easy, and uncomplicated. Taking into account the testing phase, we were live with the SSL certificates within a few days," says Menk.

Widder's SSL Certificates for the email service includes a daily website scan for malicious code, the Norton Secured Seal for added user trust and confidence, and a Trust Center Account. This makes it easy for Menk's team to manage their trust services, like renewing the certificates, performing a malware scan, or downloading a backup certificate.

"We want to offer our customers the flexibility to access email from whichever mobile device and web browser they choose, and whichever new device may appear in the years to come. This Symantec Website Security Solution ensures any customer can securely access their email, from any device, with trust and confidence. The Symantec SSL Certificates play a vital role in building customer relationships and growing the hosted Exchange service," Menk concludes.

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> **Wolfgang Menk**
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> **Widder GmbH**

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