



RESEARCH

Secure Email User Survey

This report was created using data from a 2021 Maillock customer survey, conducted by Beyond Encryption. A total of 44 participants responded, including users in the financial services, accountancy, and biotech industries.





61%

use Maillock to...
protect proposal and
policy documents



50%

use Maillock to...
keep banking and
financial details safe



45%

use Maillock to...
secure anti-money
laundering documents

TLDR

Key Findings



53%

noted...

**increased efficiency
of communication**



40%

recognised...

**a positive
environmental impact**



37%

experienced...

**a reduction of costs
for print and post**



MAILLOCK USERS'

Favourite Features



**... the security provided to both
Maillock users and their clients.**

MAILLOCK SECURES MESSAGES WITH 2-FACTOR
AUTHENTICATION AND AES-256 ENCRYPTION



**... how easy Maillock is
to set up and use.**

MAILLOCK CAN BE INSTALLED AS AN OUTLOOK
ADD-IN OR DEPLOYED AT YOUR MAIL SERVER



82%

said Mailock helps them to...

feel protected from human error

93%

said clients report...

no critical feedback at all

7/10

said, when using Mailock...

"clients relay excellent feedback"



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Our Survey Says...

1. What is Secure Email and Why Should You Use It?
2. What Type of Information Should Be Sent Securely?
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Secure Email, Explained

Email is a widely used form of communication for both personal and business use, with an estimated 306 billion emails being sent in 2020 alone. However, email was not created with security in mind.

In a 2020 survey, 93% of IT leaders disclosed that their company had experienced data breaches from outbound email within the last year. One of the most common causes behind these breaches was human error, with 80% of respondents attributing breach incidents to missent emails. According to a recent survey, 85% of breaches involve a human element.

These high percentages are not surprising when considering that only 44% of respondents have message-level encryption, and 16% have no data protection technology in place at all. So, what can businesses do to improve their cyber security?

SECURE EMAIL

1. What is secure email, and why should you use it?

SECURE EMAIL

Introducing Maillock

A secure outbound email solution is software that protects the sensitive data sent in your emails. It ensures private information held within message contents and any attached documents is defended from cyber threat and human error.

Maillock is an outbound secure email solution brought to you by [Beyond Encryption](#). It offers users end-to-end email encryption with authentication challenges to prevent against cyberthreat and human error. Maillock is used by businesses and their clients to ensure private documentation and correspondence remains in the right hands, whether in transit or your mailbox.

In this report, we will explore the results from a recent survey of our customers, gaining further insight into how businesses use Maillock, and what areas within your business could benefit from making email secure.



Sensitive Information

When it comes to customer communication, email provides an irreplaceable efficiency that businesses often take advantage of to exchange personal data with their clients. This data can include:

- National insurance numbers
- Tax identification numbers
- Addresses
- Phone numbers
- Card and bank account numbers
- Dates of birth

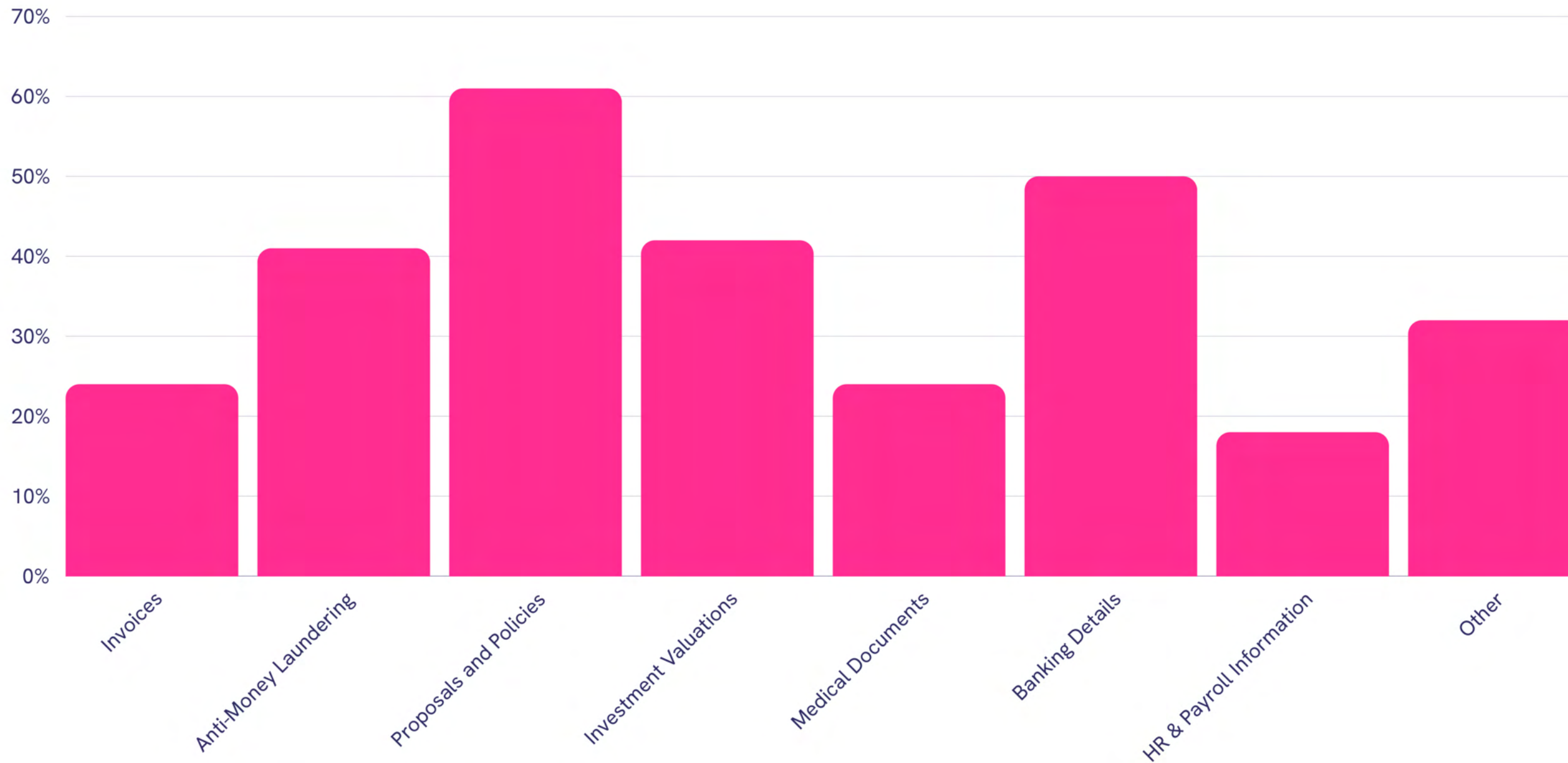
This information is most often used within documents sent in industries such as Financial Services, Law and Medical. It is important for these businesses to ensure data is being sent securely, with government advice stating that emails should be encrypted and documents password protected.

2. What types of information should be sent securely?

DATA TYPES

Types of Documentation Sent Securely Using Mailock

We asked Mailock customers about the documents commonly used within their industries, and which of them they frequently protect when sending documents to clients.



What Type of Documents are Included in 'Other'?

- Passwords for shared network, online, and email accounts
- Tax advice and returns
- Account information
- Provider illustrations
- Suitability reports
- Investment reviews
- Payslips and P45s
- ID (e.g., passport)
- Mortgage offers

INDUSTRY HIGHLIGHT

Financial Services

The Financial Services industry is currently undergoing massive digital upheaval, with companies seeking to replace legacy software and offer their customers safer and more convenient services. Updating their communication offering is a large part of this, and email should be the first step.

45%

regularly protect...

**anti-money
laundering documents**

61%

regularly protect...

**proposal and policy
documents**

42%

regularly protect..

**investment
valuations**

50%

regularly protect...

**banking
details**



MAILLOCK USAGE

3. How do customers use Maillock?

They... Integrate with existing systems.

Integration with other software is one of the main elements a business considers when looking to buy a new product, as they:

- Elevate existing workflows
- Save the cost of middleware
- Increase overall ease of use
- Encourage habitual activities

92% take advantage of the Maillock Outlook Add-in.

HOW DO CUSTOMERS USE MAILLOCK?

They... authenticate recipients.

Encryption only goes so far as to protect the sensitive information held within messages. Authentication of recipients ensures your email is only opened by the individual it was intended for.

Maillock offers two types of authentication, Q&A challenges and SMS codes, with customers reporting frequent usage of both.





HOW DO CUSTOMERS USE MAILLOCK?

They... Elevate their brand.

Branding is important for building customer relationships and distinguishing a company's offering. Businesses are starting to value the importance of associating their branding with data security solutions, promoting their commitment to excellent cyber security practices and the protection of client data.

24% of users have already added company branding to their outbound secure emails.

HOW DO CUSTOMERS USE MAILLOCK?

They... protect their employees.

Potential data breaches are one of the largest stressors on employee mental health, with many fearing for their jobs due to 31% of UK businesses firing an employee due to experiencing a data breach.

Maillock customers set up 'nudge words' for their employees: pre-defined phrases that, when typed within an email, cause a dialog box to appear asking if the user would like to secure their message.

10% of Maillock customers report they have also created bespoke lists of 'nudge words' to match their company offering and data security policy for outbound communications.



5. Why choose Maillock as your secure email provider?



Security

You would expect the main benefit from using a secure email solution to be heightened security for the business, and you're not wrong. When asking our surveyed users, we discovered that:

43% said that their favourite aspect of Maillock was the security provided to both them and their clients, with 7/10 of their clients relaying excellent or good feedback and 93% with zero issues.

82% agreed that Maillock made them feel protected from human error.

USER FAVOURITES



Ease of use

When it comes to new products, 70% of senior executives would sacrifice functionality for ease of use, as it affects multiple aspects of a business such as user adoption and productivity.

Luckily, our customers rate ease of use as one of Maillock's top qualities, describing the process of setting up and utilising the software as easy for both them and their clients.



KEY BENEFITS

Business Impact

Mailock doesn't just offer security, it also offers a host of other benefits felt across the business, so it's not a surprise that 8/10 of users would recommend Mailock to people they know.

53%

said...

**efficiency of
communication has
increased**

40%

said...

**they recognise a
positive
environmental impact**

37%

said...

**there has been a
reduction of print and
post costs**

11%

said...

**they have achieved
accelerated
operational process**



ABOUT US

Beyond Encryption

Beyond Encryption is a SaaS company based in Fareham, Hampshire. We are passionate about helping companies and individuals secure their data and online identity, all while remaining compliant, reducing costs, and improving operational efficiencies.