



Customer Communications Group

CASE STUDY | Marketing and Advertising

PROFILE

Industry

Marketing and Advertising

The Challenge

Customer Communications Group needed a security solution to manage insider threats and meet compliance requirements.

The Solution

Endpoint Protector by CoSoSys

Why Endpoint Protector?

Customer Communications Group has chosen Endpoint Protector because the solution offers cross-platform capabilities, competitive pricing, and zero-day support for Windows and macOS computers.

About Customer Communications Group

Founded in 1977, Customer Communications Group is a pioneer in customer relationship marketing. As a full-service agency, the company delivers integrated, end-to-end customer marketing expertise to an international clientele of Fortune 2000 retail and financial services companies.

Customer Communications Group develops and implements a comprehensive list of customer marketing programs, from lifecycle and nurturing, to retention, engagement, loyalty, and cross-sell, working in both print and digital environments.

The challenge

As a full-service marketing agency, Customer Communications Group was looking for a solution to ensure that sensitive data, such as customer PII, is protected. They were looking for a tool that can safeguard data on multiple operating systems and comes with zero-day support for macOS and Windows.

The ideal security solution for Customer Communications Group is one that can be easily deployed and comes with high-quality support.

"With Endpoint Protector, we are keeping the data on our computers and in our ecosystem. The benefit we have is keeping our clients happy by providing the solution needed to keep the data safe."

Ray Grau,
Interactive Developer

About Endpoint Protector

Endpoint Protector is an enterprise-grade DLP software for Windows, macOS, Linux computers, Thin Clients, and Desktop-as-a-Service (DaaS) solutions. It is an ideal choice for companies running on multi-OS networks, and the solution's modular format allows them to mix and match the right tools to serve specific needs. The solution puts an end to data loss, data theft, and data leaks by monitoring and blocking all data transfers to cloud-based services and applications such as web browsers, email, or Skype. It also monitors the use of portable storage media such as USB sticks, memory cards on endpoints running Windows, macOS, and Linux operating systems. Strong security policies prevent data from leaving the company unlawfully or accidentally.



**ENDPOINT
PROTECTOR**

The solution

Customer Communications Group is using Endpoint Protector's Device Control module for USB and peripheral port control, Content Aware Protection to monitor data in motion, and the Enforced Encryption module for automatic USB encryption. The company chose Endpoint Protector because the solution offers cross-platform protection, ensuring that data is protected regardless of the operating system.

"The system is extremely powerful with the ability to protect our data. If you're looking to keep your company's data where it belongs, this is the software to do it across multiple platforms," Ray Grau said.

The Content Aware Protection module allows Customer Communications Group to block websites from being accessed and, thus, prevents possible data leaks. With the Device Control module, the company is able to control individual workstations, by blocking or allowing specific devices from connecting to our computers.

Besides ensuring that sensitive data cannot leave the endpoint, the solution also helps reach different compliance requirements easier through predefined compliance profiles for various data privacy regulations such as the GDPR and CCPA. Another advantage for Customer Communications Group was that Endpoint Protector is easy to deploy and manage. They were also very pleased with the quality of support.

"Working with the engineers and the support team has been absolutely amazing! When we first launched the program, the team was there to answer all of the implementation questions we had. Then, the support team jumped in when we faced difficulties with other programs, and they have worked with us to solve these issues," - Grau added.

Customer Communications Group rated Endpoint Protector's features, granularity, ease of use, support and updates, and staff availability when asking for assistance as excellent.

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