

Organization

Customer: New York Life Insurance Company

Site: www.newyorklife.com

Industry: Insurance

Headquarters: New York City

Employees: 10,000+

Challenge

Employees and agents at New York Life Insurance Company needed secure mobile access to corporate data and other resources so they could make smarter insurance policy recommendations in the field, and the insurer needed to meet strict privacy data protection guidelines laid out by HIPAA and SOX.

Solution

- Symantec Endpoint Protection Mobile (formerly Skycure Mobile Threat Defense)
- MobileIron iOS Management
- MobileIron Apps@Work

Benefits

- Better customer service while complying with industry regulations
- Improved visibility of mobile device status and risk levels
- Lower IT effort with seamless EMM/MTD integration
- Higher confidence in adopting BYOD
- Office 365 across the extended enterprise

Symantec Strategic Partner

MobileIron



New York Life Transforms Insurance with Symantec

For more than 170 years, New York Life Insurance Company has helped people achieve financial security and peace of mind through its insurance, annuity, and investment products and services. That means providing strength and security to people during trying times in their lives, and through larger crises that have affected the lives of all Americans, from the Civil War to the recent global recession and beyond. The company has over 10,000 employees, with an extended workforce of more than 12,000 licensed agents in the field.

New York Life is constantly evolving, including how its workforce serves customers. The insurer wanted to provide employees and agents with secure mobile access to corporate data and other resources so they could make smarter insurance policy recommendations in the field. Because the company deals with its customers' most sensitive personal and financial information, it needed to meet strict privacy data protection guidelines laid out by HIPAA and SOX. Together, MobileIron and Symantec (formerly Skycure) make up a layered security approach that gives New York Life the flexibility it needs to make its agents more agile with mobile, while protecting customer data on devices and in the corporate network.

Mobility enables a smarter workforce

Steven Johnson is the head of Data Protection & Cybersecurity Services within the Enterprise Technology group at New York Life. Johnson and his team are committed to enabling mobility in the workforce in a way that supports their needs while meeting the company's strict security and compliance requirements. When New York Life was looking for an EMM platform several years ago, the company did a "bake-off" between MobileIron and Good Technology. Recognizing the additional need of a mobile threat defense (MTD) solution, it also evaluated Skycure (now Symantec) and Check Point.

"Our people need access to data and other corporate resources on mobile devices, but we are mindful of the need to protect our systems, especially regulated data," said Johnson. "We evaluated some of the leading EMM and MTD vendors and selected MobileIron for its native email support, ease of management and better user experience, and Symantec for its proactive detection and protection capabilities and the excellent threat visibility it provides."

Today, New York Life's mobile workers have access to corporate email and a custom web-based portal where they can securely access customer information from a mobile device. The company also plans to deploy Microsoft Office 365, first for employees and then for agents.



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— Steven J Johnson
Head of Data Protection and
Cybersecurity Services
New York Life Insurance Company

“Our agents can securely access a client’s information before a meeting, which allows them to make smarter policy recommendations,” Johnson explained. “Having mobile access to this portal gives agents a sense of preparedness and the understanding of their clients’ needs. With MobileIron and Symantec in place, we can be confident in taking these steps to make our agents more agile and flexible while managing the risk.”

MobileIron and Symantec offer layered protection

New York Life uses MobileIron and Symantec to support a mix of corporate-owned and employee-owned mobile devices. Employees tend to have devices that are issued by the company, while licensed agents use their own smartphones and tablets. This mix is slowly shifting towards a bring your own device (BYOD) model. For years, New York Life has relied on MobileIron to ensure that mobile devices meet certain compliance requirements before they are granted access to the corporate network.

New York Life implemented Symantec Endpoint Protection Mobile (formerly Skycure Mobile Threat Defense) to proactively stop threats before they make it to the mobile device. The integration of the two solutions allows New York Life to seamlessly enforce security and compliance policies. SEP Mobile is currently used on employees’ devices and will soon be rolled out to the licensed agents’ mobile devices.

“We see the mobile device as just another computing platform and we needed a way to replicate our desktop controls in the mobile environment,” said Johnson. “SEP Mobile integrated with MobileIron lets us be both proactive and reactive about security. Symantec detects and protects against malware, vulnerability and network-based attacks and MobileIron enforces compliance policies if a device doesn’t meet our security requirements.”

EMM and MTD integration central to future investments

As New York Life moves toward greater reliance on a mobile infrastructure, Johnson’s team is considering how best to expand its BYOD program beyond licensed agents. Employees would prefer to use their own devices to access corporate systems, and Johnson’s team is driving toward stronger enforcement of policies to protect that use case.

“As more of our workers use their personally-owned devices to access our systems, applications and data, we are driving toward a stronger enforcement stance,” says Johnson. “If the SEP Mobile app detects an incident, it will take immediate action to protect the device, and also notify MobileIron to enforce corporate policy, as necessary. We are educating employees so they have a better understanding of the potential for exposing private data, and this helps them make better decisions about their mobile behavior.”



Our agents have secure mobile access to the right information to make smarter, better informed recommendations about which insurance policies are right for our customers.

— Steven J Johnson
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Over the better part of two centuries, the lives of New York Life customers have grown more complex. They have more choices for insurance and where to buy it. By giving agents in the field mobile access to information as well as the means to protect that information, the company is helping the agents provide the right products and services to customers at the right time.

“It is a great feeling to know that we are helping our workforce become more agile and productive,” says Johnson. “We are empowering them to provide great customer service while MobileIron and Symantec keep the mobile infrastructure secure.”

About New York Life

New York Life Insurance Company, a Fortune 100 company founded in 1845, is the largest mutual life insurance company in the United States* and one of the largest life insurers in the world. New York Life has the highest possible financial strength ratings currently awarded to any life insurer from all four of the major credit rating agencies: A.M. Best (A++), Fitch (AAA), Moody's Investors Service (Aaa), Standard & Poor's (AA+).** Headquartered in New York City, New York Life's family of companies offers life insurance, retirement income, investments and long-term care insurance. New York Life Investments*** provides institutional asset management.

** Based on revenue as reported by "Fortune 500 ranked within Industries, Insurance: Life, Health (Mutual)," Fortune magazine, 6/12/17. For methodology, please see <http://fortune.com/fortune500/>*

*** Individual independent rating agency commentary as of 8/01/17*

**** New York Life Investments is a service mark used by New York Life Investment Management Holdings LLC and its subsidiary, New York Life Investment Management LLC.*

About Symantec

Symantec Corporation (NASDAQ: SYMC), the world's leading cyber security company, helps businesses, governments and people secure their most important data wherever it lives. Organizations across the world look to Symantec for strategic, integrated solutions to defend against sophisticated attacks across endpoints, cloud and infrastructure. Likewise, a global community of more than 50 million people and families rely on Symantec's Norton suite of products for protection at home and across all of their devices. Symantec operates one of the world's largest civilian cyber intelligence networks, allowing it to see and protect against the most advanced threats. For additional information, please visit www.symantec.com or connect with us on [Facebook](#), [Twitter](#), and [LinkedIn](#).



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