

## Notice Concerning Success in Adopting New Approach for File Transfer Urged by Government and Major Workload Reduction in Inquiry Handling and Maintenance



Leopalace21 Corporation (Nakano-ku, Tokyo; President: Bunya Miyao; "the Company") announced that it achieved the objectives for improved file handling over e-mail: (1) switch from conventional method of encrypted file transfer over to a new approach, (2) improved operation efficiency, (3) and realize optimum operation for e-mail security, as a result of introducing Cloud Mail SECURITYSUITE, an email security service provided by CyberSolutions, Inc. (Minato-ku, Tokyo; Representative Director: Ja Hong Lin; "CyberSolutions") in March 2023.

The number of in-house inquiries requiring support has reduced to one sixth and the number of work hours for system maintenance became zero in comparison with previous 160 hours per year.



Workload reduction  
in inquiry handling  
due to new approach



Improved operation  
efficiency



Optimum operation  
for e-mail security

### Background of Introduction

The Company's core real estate business involves the exchange of many important documents and information via e-mail. Since the Japanese government announced its policy to abolish the conventional encryption protocol using password protected file in 2020, inquiries from recipients of e-mails sent by the Company have increased sharply due to the restrictions by some clients and business partners on receiving e-mails with encrypted attachment files. Consequently the conventional encryption protocol had been an issue and the Company looked for a solution.

The Company has about 7,000 email accounts running on Microsoft 365, and it had been using four e-mail security products from three different suppliers for virus countermeasures, spam e-mail prevention, and error prevention for transmission, and the like all in an on-premise environment. Each of these products required different skills for operation and management, which was time-consuming, labor-intensive, and therefore being a burden on the employees.

### **Effect of having adopted email security service**

- **The number of in-house inquiries to one sixth**

The automated encryption protocol to respond to each customer requirement enabled the smooth exchange of important documents necessary for the real estate business. The number of inquiries triggered by customer issues has been reduced to one sixth, which led to more efficient sales activities.

- **Integrated service reduced operational workload from 160 hours per year to zero**

By integrating multiple security measures into one, the number of man-hours required for operation and management was significantly reduced from 160 hours per year to zero, which realized greater operation efficiency and reduced the employee workload.

- **Defense against the latest threats**

By automatically deploying the latest defenses to multiple engines at any given time, the Company can provide defenses that not only protect against viruses, spam, and suspicious e-mails that would otherwise slip through the cracks in an on-premise environment, but also follow security trends.

### **What is conventional encryption protocol?**

Conventional encryption protocol is a security rule for file sharing via e-mail. Since the government announced its policy to abolish the conventional protocol in 2020, there has been a growing movement among companies to move away from the conventional method.

### **About Cloud Mail SECURITYSUITE**

Exchange Online Protection and Microsoft Defender for Office 365, which accompany Microsoft 365, do not detect malware via password protected ZIP files that can cause EMOTET infections and other problems.

Cloud Mail SECURITYSUITE is an e-mail security package offered by CyberSolutions. It is an all-in-one solution that adds the security and management functions that the Japanese companies need for their business.

<https://www.cybersolutions.co.jp/casestudy/Leopalace21/> (Japanese only)

The Company will continue to make full use of digital technology and pursue the next innovation in its business to provide an ideal society where everyone can enjoy a high quality of life and a secure and comfortable lifestyle in the rental housing.

## ■Company Information

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