

Organization

Customer: Western Union

Site: www.westernunion.com

Industry: Financial services

Headquarters: Englewood, Colorado

Employees: 10,000+

Challenge

Western Union needed robust tools to help protect mobile devices across multiple threat vectors but the tools needed to be easily updated and could not have significant adverse impact on end users.

Solution

- Symantec Endpoint Protection Mobile (formerly Skycure Mobile Threat Defense solution)
- MobileIron MDM solution

Benefits

- Mobile security tool that complements mobile management
- Access to key information and alerts for IT via the Symantec dashboard
- First line of support provided by Symantec, minimizing impact on Western Union
- Positive responses, appreciation, from end users

Symantec Strategic Partner

MobileIron



Western Union Rolls Out Symantec to Help Protect Mobile Devices

From small businesses and global corporations, to families near and far away, to NGOs in the most remote communities on Earth, Western Union helps people and businesses move money to help grow economies and realize a better world. A Fortune 500 company and a leader in global payment services, in 2016. With a focus on innovation, Western Union is always looking for new ways to send money through digital, mobile, and retail channels, with an array of convenient pay-out options to meet business and consumer needs.

The Challenges of an Evolving Mobile Landscape

Western Union is a huge proponent of empowering end users via mobile devices. As an organization, Western Union believes in the power of mobility and the agility it brings to employees, which results in a more satisfied customer base. In line with its information security practices, Western Union periodically evaluates its information security program. Ultimately, Western Union determined that it would be beneficial to supplement its then-current solutions, which focused primarily on traditional security: helping to secure endpoints (like laptops) and the network perimeter.

Western Union decided that it wanted a solution that was built to help protect mobile devices across multiple mobile threat vectors, including the device itself, malware, malicious networks, and OS and app vulnerabilities. The goal was to implement a solution that was agile and able to grow alongside the mobile market.

Solution Deployment

In the first phase of deployment, Western Union rolled out SEP Mobile (formerly Skycure) to employer-owned mobile devices. Since Symantec is a cloud service, there was no on-premises infrastructure that needed to be deployed or managed, and end users followed short instructions to install the apps themselves out of the Google Play or Apple App Stores.

Once deployed, Western Union was able to focus its efforts across threat vectors such as:

- compromised Wi-Fi networks
- malicious applications
- out-of-date mobile device operating systems



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— Tim Smith
Senior IT Manager of End User
Computing (EUC) and Corporate
Information Security (CIS)
Western Union



Tim also found that end users had positive things to say about their experiences with Symantec. As Tim explains, “When we initially rolled out and SEP Mobile identified potential malware that our other solutions had missed, we were pleasantly surprised when those users thanked us for alerting them. It is unusual to be thanked for security.”

Next Steps

The next two phases for Western Union will involve leveraging Symantec for compliance auditing, and rolling out SEP Mobile to additional mobile devices that are owned by employees themselves.

As a trusted financial institution, Western Union understands that it must take steps to help protect its network, and the Symantec solution is just one part of Western Union’s multi-faceted approach to network security.

About Western Union

The Western Union Company (NYSE: WU) is a leader in global payment services. Together with its Vigo, Orlandi Valuta, Pago Facil and Western Union Business Solutions branded payment services, Western Union provides consumers and businesses with fast, reliable and convenient ways to send and receive money around the world, to send payments and to purchase money orders.

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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