



WWK Uses GlobalSign and NoSpamProxy  
for Email Encryption  
protecting Customer Data  
in Line with the EU GDPR

Data protection as the foundation of trust

A flexible encryption solution ensures GDPR-compliant email communication between the insurance group and its many partners. The largely automated certificate management simplifies both rollout and ongoing operation.



## About the WWK Insurance Group

WWK is a financially robust, innovative, and independent financial services provider. The company is organized as a mutual insurance association, meaning it is solely accountable to its customers — its members — and operates independently of shareholder

interests. WWK is known for its financial stability and strength. In terms of business volume, the company has long been among the most capital-strong life insurers in Germany.

[www.wwk.de](http://www.wwk.de)

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Trust is the cornerstone of every business relationship in the insurance industry. A secure and confidential approach to handling policyholder and partner data is therefore essential. The WWK Insurance Group embraces this principle wholeheartedly.

As early as 2012, WWK voluntarily obtained ISO/IEC 27001 certification and met the IT baseline security requirements of the German Federal Office for Information Security (BSI). In 2013, WWK also signed onto the insurance industry's Code of Conduct, which mandates compliance with standardized data protection guidelines.

Against this backdrop, implementing the EU General Data Protection Regulation (GDPR) was a natural step for WWK. As email continues to play an ever-greater role in exchanging data with business partners, WWK made the decision to introduce comprehensive email encryption to ensure GDPR-compliant communication.

WWK had already successfully implemented NoSpamProxy Protection in 2006, establishing a powerful email security infrastructure. To enhance this setup, WWK chose the NoSpamProxy Encryption module, which uses GlobalSign's managed PKI as its technical foundation for encryption.

## The Challenge: A Heterogeneous Partner Network

WWK needed a secure and user-friendly encryption solution not only for its 3,000 internal users but also for communication with over 10,000 external partners — including advisors, legal counsel, and appraisers. The encryption system had to be flexible enough to accommodate the diverse infrastructures of all communication partners.

From an IT perspective, the solution had to be low-maintenance and cost-efficient. For users, it needed to function transparently in the background without disrupting workflows — especially when handling automated processes like “dark processing” (fully automated handling of incoming emails without user intervention).

## Supporting Partners Without Their Own Encryption Infrastructure

The combination of NoSpamProxy Encryption and GlobalSign's Managed PKI proved to be the perfect solution. Acting as a central secure mail gateway, NoSpamProxy ensures smooth encryption of all outgoing emails. Every outgoing email is digitally signed so recipients can verify authenticity and integrity. Incoming messages are protected using NoSpamProxy Protection, which shields WWK from phishing attempts, CEO fraud, malware, and spam — and has done so successfully for more than ten years.

NoSpamProxy offers various encryption methods depending on the technical maturity of the recipient's infrastructure. If the recipient supports S/MIME, this standard is used. If not, emails can be automatically converted into encrypted PDF containers, which recipients can access using a self-chosen password. This method is foolproof, requires no technical support from WWK, and is essential given the volume of external communication partners.



## Integration with GlobalSign: Automated Certificate Management

To manage its encryption certificates, WWK chose GlobalSign. The integration of GlobalSign's Managed PKI with NoSpamProxy allows for highly automated certificate management, minimizing administrative effort.

As part of the enterprise PKI setup, WWK and its domains were validated once. From then on, certificates for individual users are automatically requested and issued via an API connection between NoSpamProxy and GlobalSign. All certificates and keys are centrally managed, eliminating the need for any client-side administration.

“With NoSpamProxy and GlobalSign, we were able to implement GDPR-compliant email communication with ease. The combination of both products significantly reduced the effort required for rollout and day-to-day administration.”

Marcus Bethmann,  
IT System Administrator, Groupware & Identity Services,  
WWK Insurance Group



## Smooth Rollout Thanks to Automation and Centralization

This approach enabled a remarkably fast rollout: just 14 days after setting up and testing the components, the encryption solution was deployed to around 3,000 users and shared mailboxes. This speed was possible because the certificate issuance and management process is fully automated, as described.

User group settings in Active Directory determine whether emails are always or only selectively encrypted.

NoSpamProxy and GlobalSign stood out for their flexibility and high degree of integration. Just a few configuration steps in the admin interface were needed to complete the setup.

” The collaboration between Net at Work and GlobalSign was exemplary. The usual back-and-forth between vendors during support inquiries simply didn't occur. We always had full visibility into the process. Support was excellent, and our special requests were quickly fulfilled. Net at Work also developed a custom Outlook plug-in for us, which shows the encryption maturity level of external partners directly from our CRM system.

Marcus Bethmann,  
IT System Administrator, Groupware & Identity Services,  
WWK Insurance Group

## Strong Support for Partner Sales

Once the technical foundation was in place and internal users were working seamlessly with the new encryption system, WWK focused on informing and supporting its extensive network of partner sales organizations. WWK not only provides its partners

with comprehensive information but also offers technical assistance to help implement email encryption. This collaborative approach strengthens data protection for WWK's customers through close cooperation with its partners.

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