

# Client Journeys: Impact in Action

Helping Southbourn Rubber  
Find the Right B2B Email  
Encryption Solution



# The Story

Southbourn Rubber needed a secure and compliant way to exchange emails with third-party providers. As their business expanded, the need for a solution that could protect sensitive data and support future compliance became more pressing.

With increasing regulatory requirements and external partners expecting stronger encryption standards, Southbourn Rubber wanted expert guidance to explore the available options, compare their strengths and weaknesses, and make an informed decision.

They already had a relationship with Exostar, which gave them an advantage in terms of understanding how the solution could fit their needs. However, they wanted a clear evaluation of other options to ensure they were making the right choice for their long-term security strategy.

# The Problem

At the core of the challenge was secure communication. Southbourn Rubber needed to ensure that emails containing sensitive information were encrypted and protected from unauthorised access.

The key concerns were:

- Ensuring the chosen solution met CMMC Level 1 standards while supporting future compliance with ISO 27001
- Finding a system that integrated smoothly with third-party providers' security protocols
- Balancing security, ease of use, and cost to find the best fit for both current and future needs

The challenge was to implement these changes efficiently while ensuring minimal disruption to day-to-day operations.

# The Challenges

Finding the right encryption solution was not just about choosing the most secure option. It had to align with Southbourn Rubber's existing workflows and relationships while ensuring long-term scalability.

Some of the key questions that needed to be answered included:

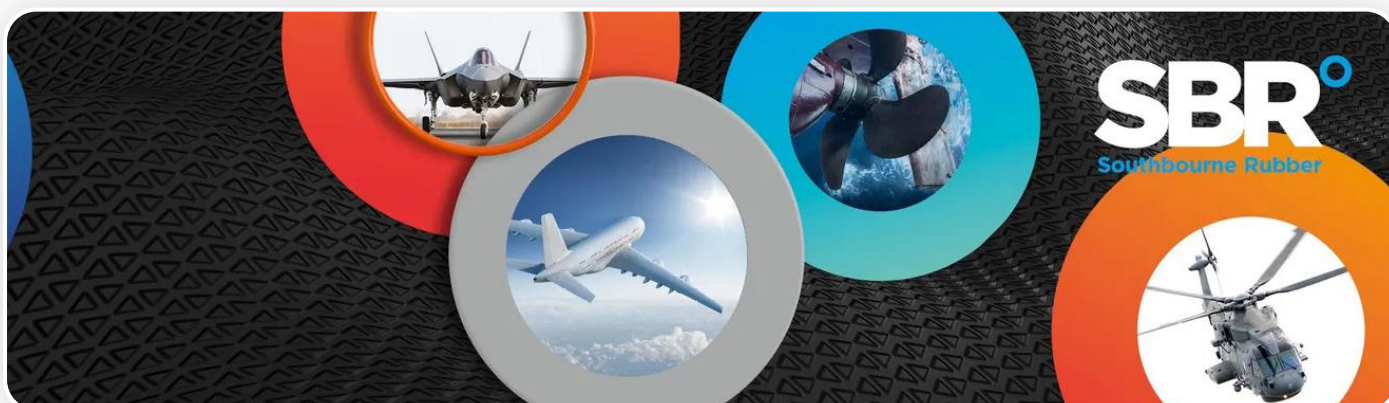
- Which solution provided the right balance of security, usability, and cost
- How the chosen encryption service could support compliance now and in the future
- Whether Exostar remained the best option given Southbourn Rubber's needs or if other providers offered a better alternative

# The Solution

Rather than recommending a solution based on assumptions, we took a structured approach to help Southbourn Rubber make an informed decision.

## 1. Understanding Business and Security Requirements

We worked closely with Southbourn Rubber to define their security and compliance needs. The solution had to be CMMC Level 1 compliant while also helping the company work towards ISO 27001 certification. It also needed to be compatible with their third-party providers' systems and scalable enough to support future security enhancements.



## 2. Comparing the Leading Encryption Solutions

We conducted an independent evaluation of three encryption providers:

- **Exostar**, which was already familiar to Southbourn Rubber and widely used in defense and aerospace due to its high security and compliance features
- **Carillon**, a cost-effective solution with strong encryption capabilities but less specialization for highly regulated industries
- **Microsoft 365 Encryption Tools**, which offered easy integration but lacked advanced security features for industries requiring higher compliance standards

Each solution was assessed based on security, compliance, cost, ease of integration, and long-term suitability. A detailed comparison report outlined the strengths and weaknesses of each option, ensuring transparency in the decision-making process.

## 3. Recommending the Best Path Forward

After reviewing the findings, we recommended that Southbourn Rubber continue with Exostar as their encryption provider. Since they already had an existing relationship with Exostar, implementation would be smoother and faster. Exostar also provided the highest level of security and compliance support, making it the best choice for their long-term goals.

While Carillon was a strong contender in terms of cost, it lacked some of the specialised features that Southbourn Rubber might need in the future. Microsoft 365's encryption tools were convenient but did not meet the necessary compliance standards.

To ensure a seamless transition, we facilitated an introduction between Southbourn Rubber and Exostar's security team. This helped confirm that the recommended solution aligned with their expectations and operational needs.

# The Outcomes

Although this was purely a consulting project, the impact was significant. Southbourn Rubber now has:

- A clear and well-documented analysis of the best encryption options for their needs
- Confidence that they are making a security decision that aligns with both their current and future compliance requirements
- A reinforced relationship with Exostar, ensuring smooth integration and ongoing support
- A structured roadmap for implementing encryption that meets security expectations without disrupting business operations

# Conclusion

By taking a strategic and research-driven approach, we helped Southbourn Rubber navigate the complexities of B2B email encryption. The company now has a solution that meets compliance standards today while supporting their long-term security goals.

This project was not just about finding an encryption tool. It was about ensuring that Southbourn Rubber's communication with third-party providers remains secure, compliant, and future-proof.