

# Leading Tech Company Using X-Ray Scanners Faced a Major Gap in their Mail Security



**MAILSECUR™**  
THE STANDARD IN MAIL SECURITY

INDUSTRY  
Tech

CUSTOMER  
One of the largest tech companies in the world

CHALLENGE  
Their existing X-ray scanners miss most common mail threats.

*“There is no way that I can see the powders that MailSecur is showing on my X-ray system.”*

**Director of Global Security  
Operations Center and Mail Center, Executive Protection**

## CHALLENGE

**MailSecur** is used by 4 of the 5 most valuable companies in the world and this is one of them, with revenue well north of \$100 billion annually. Given its size and industry prominence, its current (and former) executives are some of the best-known business leaders and face the regular threats that that level of visibility provokes.

The company was using X-ray mail scanners, swab detectors, and downdraft tables to inspect items headed to the C-suite, but they knew that even that impressive arsenal of security technology could not detect all of the potential threats; specifically, they couldn't detect powders or liquids, the most likely mail threats today. These systems require high-trained specialists, are hard to scale, and often have false positives. Individual mail security employees have a Duty of Care and they wanted to arm them with more knowledge before they opened an item. And they wanted a Department of Homeland Security Safety Act Designated technology that could scale to many locations.

## SOLUTION

The company closed the remaining mail security gap in their sophisticated executive protection program by adding **MailSecur** scanners into their screening regimen. They also asked **RaySecur** mail security experts to review and consult on their entire mail security process, so **RaySecur's** team traveled to their headquarters to meet with them and conduct the evaluation.



This led to **RaySecur**'s security experts contributing to the company-wide mail security Standard Operating Procedures. And **RaySecur**'s **EODSecur** service provides on-call expertise when they need it, eliminating the need for expensive experts on staff.

With its quick setup and training, **MailSecur** was easy to add to their security program, and is portable and scalable. **MailSecur** needed none of the extra, expensive shielding or certification that the company's X-ray mail scanners had, took up little room, and could be plugged into a standard office electrical outlet. Employees were using it in less than an hour.

As the first mail scanner to be designated as a Qualified Anti-Terrorism Technology (QATT), **MailSecur** also met that requirement.

## OUTCOME

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The EP team appreciates how **MailSecur** closes the security gap before they need to open a suspicious item. The team also continues to keep their mail security knowledge up to date by attending **RaySecur**'s quarterly webinars for customers.

The company is looking at expanding the mail security program globally to all their locations. They knew from the start that they needed a scalable solution, that mail security shouldn't just be for the privileged few but for everyone. With the ease of implementing **RaySecur**'s Five Pillars approach including hardware, training, and 24/7 **EODSecur** support, the company's security team is able to implement enterprise-wide coverage.

For information on how to use **MailSecur** to keep your people and organization safe, contact:

**RAYSECUR**<sup>™</sup>  
THE STANDARD IN MAIL SECURITY

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