

# Global Biotechnology Firm Protects Facilities and Staff with MailSecur



## MAILSECUR®

### INDUSTRY

Biotechnology

### CUSTOMER

Global multi-billion biotechnology leader

### CHALLENGE

Moderna a fast-growing and high-profile vaccine manufacturer needed to formulate a global and enterprise-wide security strategy that addressed all aspects of corporate security, including all inbound streams of deliveries – postal mail, carriers, and couriers.

## Moderna faces new security concerns due to rapid business expansion and role in COVID vaccine development and distribution.

### SITUATION

Moderna® a leading developer of cutting-edge vaccines, was thrust into the global spotlight after a rapid growth phase and increased exposure during the COVID-19 crisis. Over the course of a single-year period, it nearly doubled its workforce and entered new global markets, expanding its footprint with offices and employees worldwide.

Prior to 2020, Moderna was successfully developing vaccines with little public attention or controversy. That changed once it became one of the handful of firms working feverishly to create COVID-19 vaccines.

The fame, coupled with deeply polarized public perceptions on vaccines, propelled the firm into the spotlight and made it a target for threats. In a short period of time, the security team faced various corporate security and executive protection vulnerabilities that they quickly needed to address.

One concern in particular was the screening of inbound mail and package deliveries received at Moderna locations. The company made the decision to pro-actively source a comprehensive solution to get ahead of these growing risks.

## CHALLENGES

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The fact that the business had grown its global footprint so quickly meant any mail security approach needed to account for more than just headquarters or executive protection security. Now, all the offices were potential targets. The team needed a solution that could scale across the enterprise and would be easy for existing staff to implement.

The security team re-evaluated the existing practice of outsourced centralized mail delivery and screening to a third-party. Increasingly there were delays in the receipt of critical or time-sensitive materials. Also, using an outside vendor raised concerns about information privacy and confidentiality of sensitive business information. Finally, every location still received inbound deliveries, via local couriers or other shipping services, requiring the need for an enterprise-wide screening process that could easily be deployed at each site.

The company recognized a potential gap in mail safety and, coupled with the growing risk, committed to creating a comprehensive mail screening operation for all inbound streams – postal mail, carriers and couriers - that integrated with their overall corporate security approach.

*"RaySecur's MailSecur T-ray scanner leveled the field for us at a time when we found ourselves thrust into the global spotlight. Their technology, in-house team of experts, coupled with their corporate partnership quickly and effectively deployed a cutting-edge solution to protect our people, property, and in the end - our patients!"*

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**Dean Geribo, Chief Security Officer**

## SOLUTION

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While investigating options, Moderna approached RaySecur because of the company's unique and comprehensive approach to mail security. The security team was familiar with X-ray as a means of mail screening but knew it wasn't always the best option, particularly given the types of mail and package threats the security team was concerned with. There was also the desire to avoid the complications that arose because of X-ray radiation, including certifications, licenses, and the need for highly trained staff. The team desired an alternative to X-ray that was both easier to deploy and more effective for screening postal threats.

RaySecur's in-house security experts – former military-trained explosive ordnance disposal specialists and former U.S. Postal Investigators – partnered with Moderna's internal security teams to conduct a risk analysis and build cohesive security procedures and an incident response plan to close identified vulnerabilities. This provided the firm with mail screening procedures that could flex and scale so that the security processes worked globally, a key step to bringing their mail operation in-house.

The final mail security solution was to pair RaySecur's professional services with MailSecur T-ray scanners. One of the key decision criteria was the availability of 24x365 remote threat analysis and response. As a global company, it is critical that Moderna staff have a support team that can provide expert advice on an around-the-clock basis. In addition, the level of training – live, remote, and on-demand – and best-practice guidance will ensure that all screeners have access to the latest screening techniques.

The MailSecur scanners take minutes to set up, and screening commences immediately. Resources with minimal security expertise have a short learning curve due to the intuitive user interface, the ability to interact with the objects as they are scanning them, and on-demand training support.

The unique T-ray imaging technology employed by MailSecur can detect all nine CBRNE dangerous substances classified by the U.S. Department of Homeland Security (DHS) in much smaller quantities than other screening technologies and is designated by DHS under the SAFETY Act.

## OUTCOME

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With RaySecur, Moderna will meet its goal of deploying a comprehensive, scalable, effective, and easy-to-manage mail security strategy. The cross-company standard operating plan means it can quickly and consistently manage incidents wherever they arise.

Due to the onsite training and online continuing education courses, the security team feels confident in their screeners' ability to detect more threats. The on-demand access to the remote analysis team provides another set of expert eyes to assist in threat verification. Now the remote offices have the same mail security capabilities as headquarters.

The imaging capabilities of the MailSecur scanner enable the screeners to quickly discern suspicious mail items versus trying to manually inspect every item. This saves a lot of time and broadens the number of screener resources that can be trained. The T-ray technology provides significant benefits over X-ray with live 4D video and eliminates the need for specialized permits, certifications, and licensing. With MailSecur's portability, it was possible to expand the screening operation to include remote executive protection, as needed.

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

**RAYSECUR®**

[www.raysecur.com](http://www.raysecur.com) | 617-855-9938 | [info@raysecur.com](mailto:info@raysecur.com)