



We're changing the way legal systems  
communicate

Wouter Koch  
Commercial Director Europe

**4.000+**

Organizations and  
growing quickly

**>10.000**

Data breaches prevented  
per month

**1 of 5**

Gartner global representative  
email data protection specialists

**4.6**



Gartner Peer Insights rating



Security has been left behind in the explosion  
of digital communications

In recent years, legal companies rushed to digital communication, typically leading to a dispersion of different channels across the company



## 300m

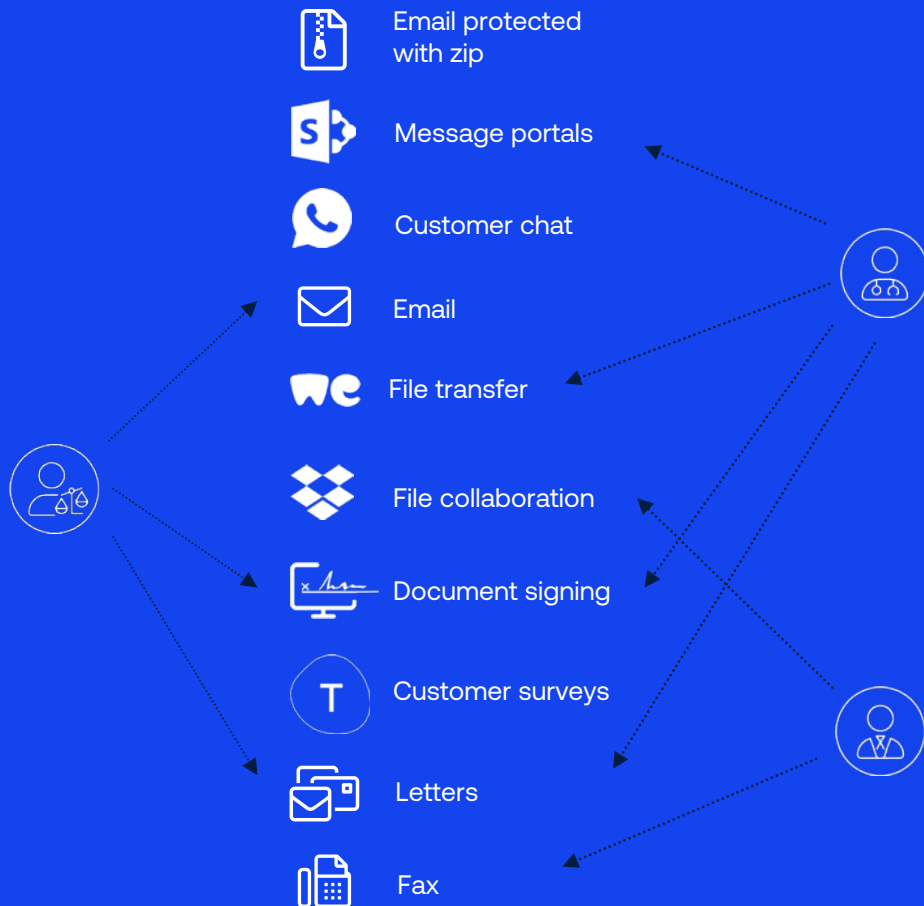
Number of people active daily in Zoom meetings in Q2 2020

## +894%

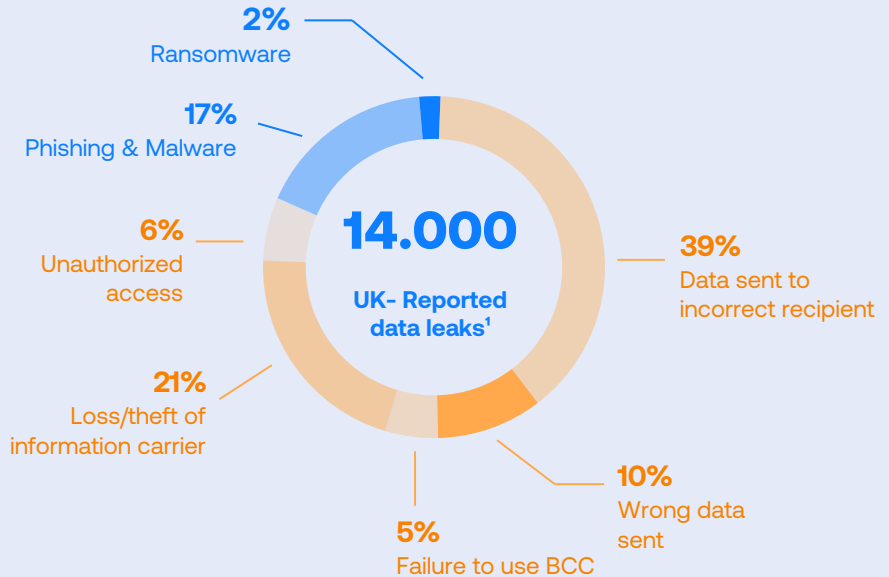
Growth in use of Microsoft Teams in Q2 2020 compared to pre-COVID

## +64%

Increase in the use of secure email in 2020 reported by Zivver



At the same time, data leaks are on the rise  
User behavior remains the biggest threat and criminals exploit this weakness



**<20%** From attacks by malicious actors

**>80%** from mistakes by users

“

Security and risk management leaders must ensure that their solutions remain appropriate for the changing landscape.

**Gartner**

September 2020



Organizations seek to  
take appropriate  
security measures,  
but are left with many  
challenges





## What you tried

Implement Office365,  
including Advanced  
Threat Protection

Implement a secure  
email supplement

Implement a message  
portal to replace email

## What you ended up with

- Insufficient functionality to prevent human mistakes
- Insufficient functionality to prevent the interception of data
- Insufficient encryption to guarantee zero-access by the vendor
- Insufficient protection against foreign governmental subpoenas
- Insufficient functionality to authenticate recipients
- Insufficient functionalities to limit the impact of a mistake
- Low adoption due to required additional user actions
- Low adoption due to poor recipient usability
- Many remaining insecure channels
- Low adoption due to pop-ups interfering in workflow
- Low adoption due to recipients needing to create account
- Low adoption due to required behavior changes
- Insufficient functionality to raise employee awareness



Such organizations are  
at risk, wasting money  
and inadequately  
serving customers  
and employees





Dataleaks can sink a case



Productivity is lost



IT budget explodes



Employees feel ineffective



Customers are frustrated

**141%**

Dip in Uber's consumer perception after data leak had occurred

**100.000**

The number of customer who didn't want to do business with Talk Talk after their leak

**£800m**

British Airways' potential liability in a class action lawsuit based on data breach



Our mission is to provide  
the comfort of secure  
communications, now  
and in the future. ●

Zivver's SCIFI design  
principles ensure an  
optimal balance  
between security and  
usability



# Delivering the comfort of secure communication



# Our secure communications platform enables the key communication channels needed today, and in the future



Email data protection  
and human error  
prevention made easy

4.000+  
Organizations and  
growing quickly

>10.000  
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4.6 ★★★★★  
Gartner Peer Insights rating



Email



Large file transfer



Video conferencing



Digital signatures



Forms & Surveys



Future use cases

## Customer Stories

How Zivver's secure communications platform allows organizations to become enablers







## The Dutch Judicial System

### Job to be done

Support all courts, judges, clerks etc. in operations, including ICT and to promote quality within the judiciary system and to advise on new legislation which has implications for the administration of justice.



Zilver safe email integration



“

Courts and lawyers had no way to communicate securely when suddenly having to work from home.”

## The challenge

- Heavy reliance on use of fax and couriers, but COVID forced people to work from home, where there were no fax machines and couriers
- No generic secure way for digital communication after killed National initiative in 2018
- An emergency ordinance was issued to give secure email the same legal status as fax and courier

## The needs

- Comply with laws and regulations
- Up-and-running < 4 weeks
- Able to onboard all lawyers in the Netherlands in a scalable way,
- Verify identity lawyers and bailiffs
- Secure account delegation
- Easy-to-use or non "tech-savvy"

## The results

**12.000**

Lawyers onboarded to the platform in 2 months

**>600k**

Secure messages sent since COVID

**>100**

Data leaks prevented via message revocation

**>2m**

Yearly savings expected by replacing fax and couriers by 'secure email' from end 2021



## Big6 Dutch council: Groningen

### **Job to be done**

Provide services to 230.000+ citizens,  
including social care



Office 365 and Outlook integration



“

Councils and hospitals: physical visits had to be limited, so there was a need to interact in a secure digital way.”

## The challenge

- Physical visits had to be limited
- Usage of portals was low and did not support many use cases
- Organizations are under budgetary constraints
- New secure communication standards were introduced (NTA 7516) to which Microsoft and Gmail do not comply

## The needs

- Comply with laws and regulations (e.g. NTA 7516 and the GDPR)
- Have a solution for secure text based and video-based communication
- Show a positive business case
- Easy-to-use for non "tech-savvy"
- Citizens and patients must be able to initiate secure communication

## The results

**40+%**

Of councils and hospitals adopted Zivver's communication platform

**4-20x**

ROI showed in business case by reducing cost and improving efficiency

**>80m**

Secure messages sent combined in 2020

**>10%**

Of all Dutch inhabitants received one or more secure message in 2020



## Dutch DWP

### **Job to be done**

Manage COVID support for companies on behalf of the government and employee termination cases.

Communication needs to be secure and done with many different stakeholders, all in a digital way...



“

Secure communication is a combination of raising awareness with a user-friendly technical solution.”



## The challenge

- COVID significantly increased need for digital communication
- Given sensitivity of data, communication must be secure
- Self-developed portals only covered 5% of use cases
- Microsoft lacked relevant security and privacy functionalities

## The needs

- Comply with laws and regulations
- Support >95% of use cases
- Communicate with all stakeholders
- Integrate with Microsoft
- Recipient must not create account
- Easy-to-use for non "tech-savvy"

## The results

**23.000**

Employees moved to secure email and file transfer in 6 months

**1.000**

Secure messages sent since COVID


**250.000**

Secure messages sent in 2020

**>20.000**

Secure messages sent per week in 2021

We adopt a proven  
implementation  
approach that supports  
large organizations with  
varying IT setups and  
compliance regimes



**500+**

Enterprise level implementations completed

**23,000**

Employees moved to secure email and file transfer in 6 months for a large customer

**1000**

Employees onboarded per week via webinars

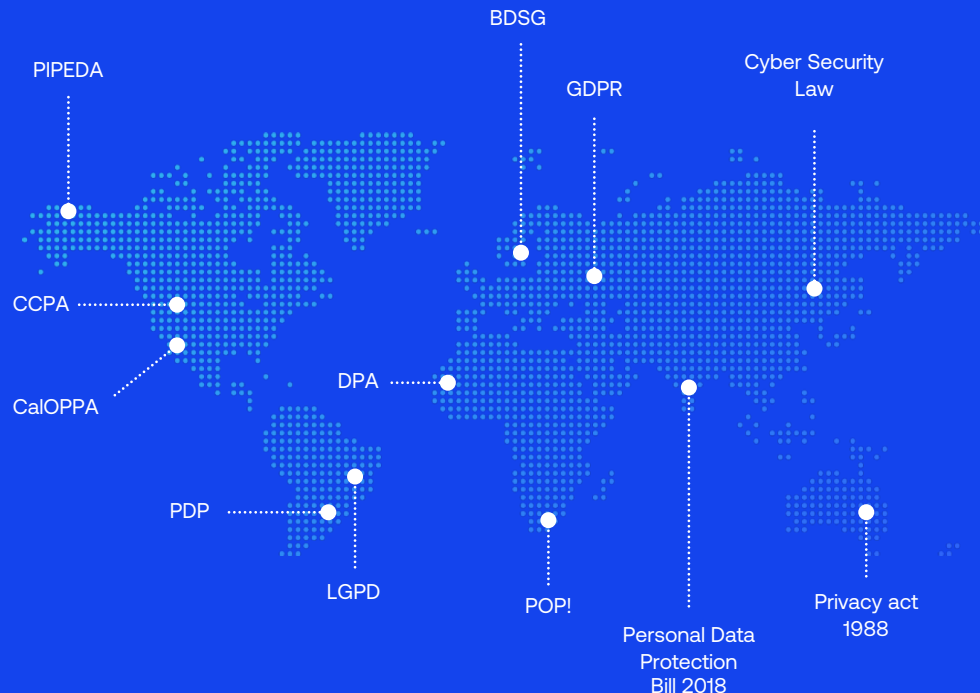
**4.9/5**

Our avg. score for 'integration and deployment' on Gartner reviews



# Experience the comfort of secure communications across global teams and external collaborations

- ✓ Ziver's platform holds relevant certifications and is regularly tested
- ✓ Data is stored across multiple ISO27001 and SOC II certified data centres in the EU
- ✓ Our platform is available in different languages





+ 4,000 other organizations of all sizes have already started their journey with us

# Valued by our customers

>40

NPS score

4.6/5

Gartner peer review

60%

Zivver customers  
report higher  
employee awareness

79%

customers report  
Zivver help prevent  
a leak last year

>10,000

data breaches  
prevented per month

>98%

customers renew  
contract

Take action today  
and start reaping  
the benefits of  
being called an  
**Enabler**



Your data is protected

Your efficiency improves

Your IT costs are consolidated

Your employees feel enabled

Your customer engagement improves

# What's your most important secure communication use case?

**Contact me at:**

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