



**MAILGUARD CASE STUDY**  
**McPherson's Consumer Products**



MailGuard has had a tremendous impact  
– it works extremely well!



Margaret Watters,  
McPherson's Consumer Products Operations Manager

McPherson's Consumer Products markets and distributes a wide range of housewares and personal care accessories globally, in the Asia Pacific region, UK, Europe and North America. With more than 1000 employees world-wide, McPherson's services around 10,000 retail outlets. Key product ranges include hair and beauty-care accessories, impulse products, kitchenware, household consumables as well as outdoor and hardware products.

McPherson's Consumer Products primary objective is to help retailers reduce costs, and to effectively manage the supply and marketing of everyday consumer products.

For McPherson's, it is absolutely essential to incorporate industry-leading online security and communication technologies to manage customer relations and supply chains. Margaret Watters, McPherson's Consumer Products Operations Manager, says that MailGuard more than satisfies that criteria with its SaaS solutions.

"Since we have been using MailGuard, we have not received or sent a single email virus. Our IT department had no problems getting up to speed with the service," says Watters.

In addition to protecting against virus attack, MailGuard's dynamic solution has stopped spam that once flooded McPherson's email system. Working outside the network, MailGuard filters all inbound and outbound email through multilayered protection systems located across global data centres.

Any offensive or executable emails are quarantined and a notification message is sent to the MailGuard administrator to review and approve release. Admin Users then have the option to release emails when needed. Watters is enthusiastic about MailGuard's effectiveness, and says, "This process works extremely well for us!"

Eliminating spam on McPherson's servers allows faster routing of genuine mail to employees; and with MailGuard's multiple email servers, down-time is consistently eliminated and redundancy assured.

Retail is a user- and resource-intensive industry, requiring reliability and efficiency in processing information and communications. For McPherson's, MailGuard frees valuable resources that could be wasted monitoring email in-house, to focus on clients.

Watters relies on MailGuard to deliver secure business email communications: "We are confident that we are not sending our customers and suppliers viruses or junk mail."

Because McPherson's is a global business operating in multiple time zones, Watters particularly appreciates the availability and quality of support. MailGuard Customer Support is available 24/7, ensuring that issues are dealt with quickly and professionally.

"I regularly deal with many support teams and MailGuard is the best I have ever worked with and they make my job so much easier!"

Like many business managers, Watters has recognized a serious concern: delivery of online security threats via web-browsing.

"The next step for us is to implement WebGuard," she says.



**Since we have been using MailGuard, we have not received or sent a single email virus, says Watters.**

