



MAILGUARD CASE STUDY

Tap Oil Ltd



Monthly reports from MailGuard provide valuable traffic statistics and allow our management to pinpoint any issues which may arise.



Tap Oil, an independent oil-and-gas exploration company operates in Australia, Brunei and the Philippines and is completely reliant on its communications systems to its remote sites. Robust, dependable information technologies are vital for Tap's day-to-day operations and logistics, and with little infrastructure in the middle of the ocean, what is there has to work.

Tap Oil has been using MailGuard's email filtering and SafeGuard's email archiving to support communications with remote sites since January 2006.

Tap Oil Limited doesn't have time to worry about the security of its online communications. That's why it uses MailGuard.

In January, 2006 Tap Oil Limited put in place MailGuard's software as a service (SaaS) solution, to protect and maintain its corporate network. With MailGuard, Tap Oil's email is filtered and archived through multilayered protection systems located across global data centres.

Tap's network administrator, Luke Samata, says the company needed a cost-effective, flexible email filtering solution that delivered simple in-house management, with strong, expert support available when needed.

"In this industry we're completely dependent on information and communication technologies to support our ongoing commitment to new overseas ventures," Mr Samata says.

"Email is vital to our success. It provides a simple, cost-effective solution for communicating with drilling teams in remote areas, as well as connecting various employees, partners and governments from different locations across the globe."

He says MailGuard has delivered in all these areas.

What has particularly impressed him has been MailGuard's flexible reporting and management console.

"MailGuard offers the choice to receive quarantined email reports on a daily, weekly and monthly basis. It's great, the daily reports show all quarantined emails and make it easy to identify any legitimate emails which need to be released."

"Additional monthly reports from MailGuard provide valuable traffic statistics and allow our management to pinpoint any issues which may arise."

Tap Oil's employees enjoy an open working environment, built around collaboration and teamwork. With that culture, it was easy for them to develop a strong relationship with MailGuard's technical support team.

"Support calls to MailGuard are always answered in a timely manner and MailGuard's support staff are knowledgeable and friendly".

However, Mr Samata says that MailGuard doesn't hear too often from Tap's people.

"MailGuard's services are so good we rarely need their support at all!"

"Black-lists and White-lists mean we can simply allow or deny senders; and any user has the ability to report spam emails."

Mr Samata also wanted a simple and convenient email archiving solution for storing Tap Oil's business email, rather than trying to do this in-house.

He says the SafeGuard system provides Tap Oil with an encrypted back-up of all emails each month – including sender, recipient, date, time and attachments, just as they were sent over the internet. That means there's no need for Tap to invest in additional data storage to comply with corporate requirements.

"SafeGuard's archiving solution has saved us numerous times when we've tried to track down old emails.

"When required, SafeGuard allows our legal team to browse through emails without difficulty. In fact the average IT user would have no problems at all navigating and using MailGuard's simple console."