



## MAILGUARD CASE STUDY

### Australian Retailers Association



MailGuard has significantly increased employee productivity for ARA.



The Australian Retailers Association (ARA) is the governing body for Australia's \$292 billion retail sector, employing over 1.5 million people, providing business consulting, advocacy, advice and educational services.

Its role is to ensure the success of its membership through ongoing development, sustainability and economic security.

When your organisation has 5000 clients based all over Australia, the security of your email and web communication systems are vital.

The ARA has been protected by MailGuard's suite of software-as-a-service (SaaS) since 2001 and its IT Manager, Bryan Chetcuti says implementation was quick and straightforward.

"MailGuard is a simple to use, real-time and cost-effective off-site solution for our entire email and web activity. It ensures peace of mind for the IT department and senior management."

For the ARA its information and communication technologies are vital for doing its job. Its own success is largely dependent on the smooth application of email, corporate networks and the internet and ARA employees must regularly inform external stakeholders and media about current news and policies affecting the retail sector and core business.

Mr Chetcuti says the SaaS suite prevents spamming, blocks viruses and allows website filtering which has helped the association to grow, and allowed it to provide excellent service to members and stakeholders.

"Implementation was very quick and straightforward. MailGuard allows us to configure the service according to our operational requirements."

When Mr Chetcuti saw a need for web-browser filtering, he didn't hesitate to put WebGuard in place to protect the corporate network from malware and viruses.

"WebGuard's setup was again very painless, MailGuard's support staff helped guide users throughout the process and offered great advice," he said.

Mr Chetcuti also understands the importance of keeping IT costs down and that both MailGuard and WebGuard have been beneficial in pinpointing areas of concern. Detailed

and timely reporting means he can resolve issues such as non-work related browsing, large attachments or excessive downloads by taking the appropriate action.

"Reduced costs in hardware, system maintenance, data transmission and storage makes MailGuard a very attractive solution."

He says like many businesses, ARA has had problems with staff usage of non-business websites such as Facebook. Not only was this costing money in downloads and lost productivity, but it also placed the organisation at risk of litigation through inappropriate material being viewed or stored on the network.

He says there are no longer these issues, which means there is a safer work environment, and a better bottom line.

"MailGuard has significantly increased employee productivity for ARA.

"Users no longer waste time filtering their spam, not to mention the cost we've saved on storage space for large attachments.

Ultimately we're experiencing an increase in internal policy compliance and reporting, which is great."



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