



MAILGUARD CASE STUDY

stratsec



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Craig Searle
IT Manager, stratsec

stratsec is a world-class information security consulting and testing firm, and is the largest firm of its type in Australia and the South-East Asian region. **stratsec** depends on the access and reliability of information and communication technologies which many clients outsource.

stratsec has about 50 fulltime staff, with offices in Singapore, Kuala Lumpur, Sydney, Melbourne and Canberra. It provides IT security advice and assurance services for commercial and government clients.

stratsec had a problem. The specialist provider of information and data security was spending too much time controlling email spam and it was tying up staff that had better things to do.

“We were struggling to provide a stable IT environment that would support our accelerating operations and to cope with the ‘bursty’ traffic flows,” Craig Searle says.

“Prior to implementing MailGuard a considerable amount of time and money was spent trying to manage spam, resulting in inefficient use of our staff time and resources.”

In October 2008, **stratsec** put MailGuard in place to deal with spam, and eliminate the threat of viruses and malware infiltrating their network.

It worked a treat, Mr Searle says.

“Since implementation, MailGuard has been very much a ‘set-and-forget’ service, requiring very little management or administration from us.”

He says there were three immediate improvements in productivity, efficiency and overall performance after the systems were put in place.

“MailGuard significantly reduced our spam. I would estimate less than 1 per cent of total spam eludes MailGuard’s filters.

“MailGuard improves the availability and reliability of our email system. In the event of an outage of our primary email servers, MailGuard will redirect all inbound emails to an alternative server or hold them until the issue is resolved.”

Thirdly, he says MailGuard produced informative statistical information about inbound and outbound email traffic.

In outsourcing its own email security systems, Mr Searle says he wanted reduced costs. He got this, both from having more productive staff, and through less stress on the company’s network.

“Overall, the most obvious benefit of implementing MailGuard would be the considerable reduction in spam email, reducing load on our servers and reduced costs associated with in-house spam management.”

It does this by redirecting incoming and outgoing emails through multilayered protection systems. By the time an email arrives at a MailGuard customer, it has been checked by the latest filters to ensure it is spam, virus and malware-free.

It is a customisable solution which provides comprehensive protection for mail systems and importantly, allows each company to establish specific policies or rules to govern what is appropriate material.

Mr Searle stressed the value of conducting business with an Australian company. He says two of the best things about MailGuard were the ease of installation, and the quality of its local support. “The implementation process was incredibly easy, even for complex IT environments such as ours.”

“The MailGuard support staff provided a great deal of advice and support prior to and during the cutover process, ensuring the smoothest of transitions.

They are extremely helpful and knowledgeable when it comes to diagnosing problems. In the rare case that a problem does happen, MailGuard gets everything back up and running with minimal fuss.”

For more information visit mailguard.com.au