



CUSTOMER CASE STUDY

# Melbourne Zoo



CYBER  
READY





# Melbourne Zoo is Australia's oldest zoo and is believed to be the eleventh oldest zoo in the world

**In 1862 the Royal Park site was given to the zoo by the city of Melbourne. Today, the Melbourne Zoo attracts approximately 1.4 million visitors yearly to its three geographic sites—Royal Park, Healesville and Werribee.**

The Melbourne Zoo's great modernisation program began in the 1960s, commencing with the lion park as the first major exhibit. In the 1980s, a master plan divided the Zoo into bioclimatic zones. Today, the Melbourne Zoo's vision is to be the world's leading zoo-based conservation organisation. Key objectives include regional conservation and research programs, education programs involving over 100,000 participants yearly, and conservation programs such as the Eastern Barred Bandicoot and Helmeted Honeyeater. Internationally, the Zoo is involved with projects in Vietnam, Papua New Guinea and the Philippines.

## **Managing email security across multiple locations and mobile staff**

With hundreds of staff across the Zoo's three geographic sites—spread over 20 distributed gamekeeper workplaces and three main park offices—maintaining a safe, secure communications environment was a challenge.

The Zoo recognised the increasing threat of virus attacks on their distributed communications network after being affected by the Kournikova virus intrusion during several high profile public outbreaks. Commercial dependence and protection of the Zoo's intellectual property from unauthorised distribution was paramount.

Paul Bamford, Melbourne Zoo IT Manager, urgently assessed the options available to secure the Zoo's information environment: "With limited IT staff we could not afford to address this critical issue in ongoing reactive mode. We determined that our focus as an IT function needed to be on the development and roll-out of the Zoo's new applications and infrastructure—especially the new multi-media public displays. We need to be proactive in addressing the goals of the organisation and focus our efforts in this area. An outsourced solution was a clear choice."

## Balanced email security Hybrid AI filtering + seamless product updates

MailGuard, Australia's first and leading provider of managed email anti-virus and content filtering solutions was selected after a detailed evaluation of other offerings.

### Free from frustrations of virus outbreaks

“MailGuard provides the right balance of unrivalled security and filtering functionality with the transparent and continuous upgrades that we were looking for. Users no longer experience the frustration of spam, congested networks from large, uncontrolled attachments and the fear of virus outbreaks.”

## MailGuard + Melbourne Zoo's IT partnership

With confidence in MailGuard's comprehensive protection, Bamford and his team now focus on delivering value to the organisation through new initiatives. “As a result, information technology is now considered by the Zoo to be more strategic,” says Bamford. He sees the partnership with MailGuard more like an extension to his team. The close cooperation between the two organisations in the design and testing of new services provides Bamford confidence that they “will always remain ahead of the threats and disruption facing other organisations.”

## Streamlining compliance Automating policies, stats and data storage

Email policies, transparent statistics and efficient utilisation of data storage were important MailGuard product features for Melbourne Zoo. Email with large attachments no longer take up bandwidth so network speed has increased.

### Total compliance with corporate policies

Using MailGuard allows the Zoo to comply with its privacy compliance requirements and automates corporate disclaimers.



Commencing in  
2001, MailGuard and  
Melbourne Zoo have  
maintained a long and  
successful business  
partnership

# The cybersecurity problem

Unwelcome email was draining user productivity, wasting time on users triage, overloading email systems and services and driving up storage costs.

Melbourne Zoo's IT resources needed an urgent attention for the development and roll-out of new applications and infrastructure, rather than reactively addressing virus and spam issues.

## The solution

Outsourcing to MailGuard was a clear choice for Melbourne Zoo, providing the right balance of unrivalled security and filtering functionality with transparent, continuous upgrades.

## The benefits

- IT team able to fully dedicate itself to supporting users with Zoo's new applications environment.
- Users no longer experience frustration of spam, congested networks from large, uncontrolled attachments and fear of viral outbreak.
- Email policies, statistics and a more efficient utilisation of data storage are other important management outcomes.

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