



CUSTOMER CASE STUDY

# Tap Oil



CYBER  
READY





# Tap Oil heavily relies on its communications systems to remote sites in Australia, Brunei and the Philippines

**With infrastructure based in the middle of the ocean, robust and dependable information technologies are vital for Tap Oil's day-to-day logistics and operations**

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 doesn't have time to worry about the security of its online communications—that's why it uses MailGuard**

MailGuard's software as a service (SaaS) solution protects and maintains Tap Oil's corporate network. Their email is filtered and archived through multi-layered protection systems located across global data centres.

Tap Oil'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."

Tap Oil's network administrator is impressed with MailGuard's flexible reporting and management console. "MailGuard offers the choice to receive quarantined email reports on a daily, weekly or monthly basis. The daily reports show all quarantined emails and make it easy to identify any legitimate emails which need to be released," says Samata.

## Through a culture of collaboration and teamwork MailGuard and Tap Oil have built strong technical support team relationships

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," states Samata.

### SafeGuard is Tap Oil's go-to solution for archiving and storing business email

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.

SafeGuard provides Tap Oil with an encrypted, monthly backup of all emails—including sender, recipient, date, time and attachments—just as they were sent over the internet. This means there's no need for Tap Oil 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," says Samata.



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

*— Network administrator, Tap Oil*

# The cybersecurity problem

With major infrastructure and communications based remotely across multiple sites globally at sea, reliable information technologies are critical for Tap Oil. A single phishing email has the potential to take down an entire network—installing malware, ransomware or malicious viruses—crippling entire business operations.

## The solution

Tap Oil needed a solution to filter every email sent and received from their network, ensuring their technology systems are free from malicious content.

With MailGuard-managed anti-spam and anti-virus solutions constantly updated, Tap oil can focus on their critical business operations at sea.

## The benefits

- MailGuard's software as a service (SaaS) solution protects and maintain Tap Oil's corporate network, with email filtered and archived through multilayered protection systems located across global data centres.
- Tap Oil didn't need to invest in additional data storage to comply with corporate requirements, instead using SafeGuard Tap Oil with an encrypted back-up of all emails each month—including sender, recipient, date, time and attachments.
- MailGuard's cost-effective and flexible email filtering solutions delivers Tap Oil in-house management, with expert 24/7 phone and email support.

### GET CYBERREADY WITH MAILGUARD

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