



CUSTOMER CASE STUDY

Tap Oil





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 the security of Tap Oil's corporate email network. Their email is filtered and archived through multilayered AI-powered threat 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 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."

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 Mr Samata.

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

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.

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 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."



**"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's suite of AI-powered, cloud-based email security solutions, Tap oil can focus on their critical business operations at sea.

The benefits

- MailGuard's software as a service (SaaS) solution protects and maintains Tap Oil's corporate email 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 has 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

We identify and stop fast-breaking attacks in real-time, hours ahead of the market

Contact a security expert now for an obligation-free, 14-day trial

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