



# Marshal8e6 Keeps Communications Open at Chapman Tripp Law Offices

**Client:**

Chapman Tripp

**Web Site:**

www.chapmantripp.com

**Number of Users:**

500

**Requirements:**

Email and Internet Filtering

**Filtering Solutions:**

MailMarshal and WebMarshal

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IT Services Supervisor  
Chapman Tripp

Law firms rely on their Internet and email-based communications to stay in contact with clients and staff, both locally and overseas. With the increasing number of Internet-based threats making the rounds, it is essential that these risks are kept to an absolute minimum. Since installing Marshal8e6 solutions Chapman Tripp has successfully avoided any network shutdowns or slowdowns due to Internet or email-based threats.

## Background

Chapman Tripp Barristers & Solicitors are one of New Zealand’s largest law firms with more than 500 staff located in offices in Auckland, Wellington and Christchurch. They practice in all areas of commercial, corporate, securities, property, environmental and public law. With clients dispersed around the world, the Internet and email play a critical role in their everyday activities. To ensure that its systems are secure and available, Chapman Tripp has been using Marshal8e6 Software solutions for more than five years.

“Ever since we installed MailMarshal,” says Richard Borain, IT Services Supervisor at Chapman Tripp, “we’ve been totally immune to shutdowns due to email-based viruses, worms, Trojan horses and other malignant payloads.

We hear about them from colleagues and read about them in newspapers, but we don’t see them at work.” When Chapman Tripp originally installed MailMarshal, the whole issue of Internet and email content security was still in its infancy. “We were mainly concerned about conserving bandwidth,” says Borain. “At that time, we paid by volume so every bit of excessive traffic had a very real cost to us. And we didn’t have the fast connections that we have now, so the excess traffic had a much more detrimental effect on our network. But the real catalyst was the amount of non-essential email and attachments that we received during the Christmas season.

We were inundated with silly graphics, singing Santas and the like, so we decided to install what was then a very new and somewhat pioneering email content filtering solution. And we haven’t looked back since.”

With today’s faster networks and much cheaper bandwidth, Chapman Tripp isn’t as concerned with conserving bits and bytes as they are with preventing viruses and other online threats. “Each week we run reports which show us who the top twenty email users are in respect to both the number of emails and the total size of their email traffic. 99 times out of a hundred all the usage is legitimate. But maybe once every couple of months we’ll find someone who is downloading music or similar files and we’ll have a quiet word with them. We are a professional organization and email abuse isn’t an issue with us.”

But viruses and other threats are. “Nobody, of course, would knowingly introduce a dangerous file into the system,” says Borain, “but the danger is in an inadvertent download or access. We have very strict controls as to what attachments are allowed through to prevent accidental infection. For instance, we quarantine all executable files as well as others that might be dangerous. Similarly we totally ban Webmail type traffic as that can expose us to unregulated threats. Questionable

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emails or attachments that come in are quarantined for manual over-ride during work hours or saved until the morning if they come in at night. This way we can monitor email usage without being too invasive.”

Internet use is also monitored with WebMarshal. “With WebMarshal we have ‘white lists’ and ‘black lists’ that help us identify questionable and exempt sites,” says Borain. “We can even allow certain types of sites to be accessed by certain groups within the firm. For instance, the partners can pretty much browse the sites they want without restrictions as their jobs might require them to have more access than other staff.”

While email and Internet-based threats wreak havoc throughout the legal community and the world, Chapman Tripp has been spared any shutdowns or embarrassment.

### Key Reasons for Selecting Marshal8e6

- Required controls on bandwidth intensive yet non-work related email attachments
- Needed to reduce bandwidth usage to free network congestion and minimize costs
- Wanted flexibility to specify which user groups could access which web sites

### Key Benefits

- Halts viruses and email threats to their network
- Ensures high availability for all Internet and email-based communications
- Prevents inappropriate or offensive attachments from circulating either inside or outside the organization
- Provides comprehensive Internet and email usage reports.

### Conclusion

“Between WebMarshal and MailMarshal, we are insulated from the problems that you see in the headlines,” says Borain. “The software is very easy to use and maintain and is flexible enough to support our needs. We like the reporting capabilities as they represent a paper trail if indeed we ever have to provide documentation on access or usage. Plus we’ve been extremely pleased with the support we’ve received. But at the end of the day, the main benefit is that we’ve avoided any problems, shutdowns or slowdowns with our email and Internet and that, more than anything, is invaluable.”

### About Marshal8e6

Marshal8e6 is a global provider of Secure Internet Gateway products for organizations of all sizes. Marshal8e6 is the only security company capable of delivering comprehensive content security across multiple delivery platforms, including software, appliances and Software-as-a-service (SaaS). The company’s complete security portfolio delivers the tools necessary to manage and secure email, Web and the endpoint as well as protect against data leakage. Today, more than 16 million end users in more than 20,000 companies in 96 countries rely on Marshal8e6 solutions to protect their businesses at the email and Web gateway.



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