



Rice business cooks up Web-browsing and email protection with Marshal8e6

Client:

Ricegrowers Limited

Web Site:

www.sunrice.com.au

Number of Users:

800

Requirements:

Email and Website Filtering

Filtering Solutions:

MailMarshal, WebMarshal

“MailMarshal SMTP and WebMarshal have ensured our business has not been compromised. The ROI since implementing Marshal8e6 has been immediate, which is fantastic.”

Michael Browning
Senior Systems Engineer
SunRice

Background

Ricegrowers Limited was established in 1952 by Australian rice producers in regional New South Wales, Australia. Trading under the brand name SunRice, the company produces and markets rice products to more than 60 countries worldwide.

It is one of Australia's largest exporters of processed branded-food products, with annual sales of approximately \$800 million of which nearly \$500 million are from exports.

With close to 800 employees across seven sites on Australia's east coast, secure email and Internet plays a vital role in underpinning operations. As such, it is critical that SunRice's broader IT assets are protected from email and Web-borne threats such as spam, viruses, malicious code and inappropriate content.

Since late 2005, SunRice had received on average 250,000–350,000 emails per month, of which only 50,000–60,000 were legitimate.

By November 2006, the company was struggling to cope with increasing volumes of spam and turned to integrated content security provider Marshal8e6 for help.

According to Michael Browning, Senior Systems Engineer at SunRice, the company needed a solution that would effectively block spam emails and malicious payloads, as well as enforce the company's email and Internet usage policies.

“We were keen to identify and monitor staff web-browsing activity to protect our business assets from potentially malicious web-based content and downloadable files,” says Browning. “It was also important to us to reduce the administration associated with managing staff Internet access to free up our IT staff to undertake higher level tasks.”

SunRice was also concerned about mitigating the risk of a virus, spyware or Trojan infection potentially compromising its mission critical IT systems, costing the company thousands of dollars in lost productivity and causing immeasurable damage to its corporate reputation.

“There was no room for error,” says Browning. “We could not afford to have anything less than 100 percent email and web content protection.”

The Solution

SunRice evaluated a number of tools and solutions from prominent vendors. In November 2006 the company decided to implement MailMarshal SMTP 2006 and WebMarshal 2006.

Browning says that WebMarshal was the obvious choice because it provided real-time monitoring of web-browsing activity and the software was fast and easy to use.

“The anti-spam engine has blocked almost all the spam entering our mail gateway. Thanks to MailMarshal, SunRice email users now simply do not expect to receive spam.”

Michael Browning
Senior Systems Engineer
SunRice

WebMarshal provides SunRice with a total employee Internet management solution, combining URL filtering, anti-virus, antispymware, content security and productivity management capabilities into a single, easy-to-manage software product.

According to Browning, Marshal8e6's MailMarshal SMTP email management solution stood out because of its advanced content features, including auto-updates, rule-based management and low false positives.

MailMarshal SMTP combines anti-spam, antivirus, anti-phishing, and content security into a single solution. It regularly achieves a spam catch rate of over 99 percent with a fractional percentage of false positives.

Using MailMarshal SMTP, SunRice's IT staff can handle spam intelligently to prevent the loss of legitimate email.

“When the system is undecided whether an email is spam or not, it places the message in a single quarantine folder and sends the user an automated notification. If it looks like legitimate email, the user can contact IT support, who can analyze the email and decide whether or not to release it,” said Browning.

MailMarshal SMTP 2006 and WebMarshal 2006 integrate easily with SunRice's antivirus scanning engines, which include Norman Antivirus, Sophos Antivirus and CounterSpy, to block malicious software distributed by email or as an Internet download.

SunRice has also stepped up its protection by deploying Image Analyzer software, which scans images contained in emails to identify pornographic material and prevent it from entering or leaving the organization's network. The software integrates seamlessly with MailMarshal software.

In addition, MailMarshal's TextCensor feature allows SunRice to automatically scan the text content of emails, including attachments and web pages, to block or restrict malicious or sensitive text from entering or leaving the organization. SunRice now has the capability to identify bullying, racist and harassing language communicated via email, thus enabling fact-based management action. The software's highly granular filtering capabilities also prevent the leakage of sensitive corporate and employee data, protecting SunRice employees from privacy breaches and ensuring SunRice meets the compliance requirements of the Australian Privacy Act (1988).

Immediate Benefits and ROI

MailMarshal SMTP 2006 and WebMarshal 2006 combined have sharply reduced the administration burden on the SunRice IT department and provided in-depth reports that help them identify and understand email and Internet usage patterns.

SunRice received a return on investment almost immediately after implementing WebMarshal 2006 and MailMarshal SMTP 2006. The enhanced security has lowered the company's risk profile while the reduced administration workload has freed senior information technology staff to work on projects of greater value to the business.

With more stringent filtering and control over the distribution and downloading of attachments throughout the organization, Internet usage has fallen by 5GB per month.

“Since implementation, Marshal8e6’s solutions have blocked more than 400 viruses that were missed by our primary anti-virus scanner,” says Browning. “MailMarshal SMTP and WebMarshal have ensured our business has not been compromised. The ROI since implementing Marshal8e6 has been immediate, which is fantastic.”

MailMarshal SMTP 2006 has also proven invaluable in managing the massive volumes of spam directed at the company’s email gateway.

“The anti-spam engine has blocked almost all the spam entering our mail gateway,” says Browning. “Thanks to MailMarshal, SunRice email users now simply do not expect to receive spam.”

The simple handling of quarantined messages has streamlined the process of finding and releasing lost emails. WebMarshal 2006 has also reduced the administration load of managing Internet access.

“WebMarshal allows us to configure rules across a group of users and manage our own blacklists and whitelists of prohibited and allowed sites. We no longer have to inform our telco every time a site such as our superannuation provider changes,” says Browning.

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.



Corporate Headquarters Marshal8e6

828 West Taft Avenue
Orange, CA 92865
United States

Phone: +1 (714) 282-6111
Fax: +1 (714) 282-6116

International Headquarters Marshal8e6

Renaissance 2200
Basing View, Basingstoke
Hampshire RG21 4EQ
United Kingdom

Phone: +44 (0) 1256 848 080
Fax: +44 (0) 1256 848 060

Asia-Pacific Marshal8e6

Suite 1, Level 1, Building C
Millennium Center
600 Great South Road
Auckland, New Zealand

Phone: +64 (0) 9 984 5700
Fax: +64 (0) 9 984 5720