



Suntec Singapore International Convention & Exhibition Centre Showcases Latest in Web and Internet Content Security

Client:

Suntec Singapore
International Convention & Exhibition Centre

Web Site:

www.suntecsingapore.com

Requirements:

Email and Website Filtering

Filtering Solutions:

MailMarshal, WebMarshal

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Eric Chew
IT Manager
Suntec Singapore

Background

Suntec Singapore is an international convention and exhibition centre located at the heart of the new waterfront business centre, within Singapore's central business district. The worldrenowned venue attracts numerous organisations from around the globe to host meetings, conventions and exhibitions. Suntec Singapore is also a self-contained, totally integrated events infrastructure that offers direct access to 5,200 hotel rooms, 1000 retail stores, 300 restaurants and the region's centre for performing arts, Esplanade - Theatres on the Bay.

The vast majority of Suntec Singapore's clients are based overseas in various time zones and therefore the organisation is highly dependent on email to communicate with its clients.

Suntec Singapore is also highly dependent on the availability of its Internet resources so its users can access some of the organisation's critical applications that are delivered via the Internet.

In 2006, the company turned to email and Internet content security provider Marshal8e6 to protect its critical business assets.

Challenge

Over the past few years, increasing volumes of spam entering Suntec Singapore's network caused the organisation significant problems. Users were experiencing significant delays accessing critical applications via the Internet because of the massive amounts of bandwidth that spam was consuming.

Suntec Singapore's IT staff were using the basic rules in Microsoft Outlook to control junk mail. The organisation had been forced to increase its bandwidth levels several times to accommodate spam bandwidth consumption, which was becoming increasingly costly.

“To reduce the impact spam was having on users' access to essential Web-based applications and data, we separated email and Internet services so they each ran on their own dedicated Internet line,” says Eric Chew, IT Manager of Suntec Singapore.

The move reduced Internet access delays temporarily, but the bandwidth problem soon re-emerged. This was compounded by a lack of control over the access and downloading of large files, such as audiovisual files and pdfs, off the Internet. Suntec Singapore was also experiencing difficulties controlling Internet access and protecting the company from Web-borne threats. The organization was using Microsoft ISA Server rules to control Web access, but that only allowed it to block downloads based on file types. Suntec Singapore needed a more flexible Web content security solution.

“MailMarshal has not only saved us money by improving staff productivity, it has allowed us to get maximum ROI out of our network investments by freeing up space in our network.”

Eric Chew
IT Manager
Suntec Singapore

MailMarshal Blocks 88 Percent of Spam at the Gateway

In 2006, Suntec Singapore reviewed and tested a number of email and Web content filtering solutions. Its primary selection criteria were the software must simplify administration, be easy to use and offer flexibility in rules configuration and great reporting features. MailMarshal 2006 and WebMarshal 2006 met the brief.

“Marshal8e6 was the obvious choice. The solutions stood out because they were very robust and the filtering rules were highly granular and accurate,” says Chew.

Since deploying MailMarshal in March 2007, Suntec Singapore has reduced the bandwidth consumption on the email servers by 14GB a month.

The company was previously receiving about 1.5 million spam messages a month at the gateway and about 200,000 spam ended up in user inboxes. Now the company is effectively blocking 88 percent of spam at the gateway.

“Using MailMarshal’s rules, we set up a whitelist at the gateway, which has been highly effective in controlling our spam problem. Now only emails sent recognised recipients can enter the network,” says Chew.

“This has resulted in significant staff productivity gains. Users are no longer wasting time reading unnecessary emails, removing spam to free up their mailboxes and calling IT staff about spam concerns.”

Suntec Singapore’s IT staff used to spend about two hours per day managing spam and spam-related issues. Now they spend less than 30 minutes a day. This means they can use their skills to perform more high-value tasks for the business.

“MailMarshal has not only saved us money by improving staff productivity, it has allowed us to get maximum ROI out of our network investments by freeing up space in our network,” says Chew.

WebMarshal reduces bandwidth consumption by one third

Using WebMarshal 2006, Suntec Singapore has effectively enforced an Acceptable Use Policy for Web surfing, which has prevented large downloads of non work-related files and wasteful use of bandwidth. As a result, Suntec Singapore has reduced bandwidth consumption via its Internet servers by one third.

“Now when users try to access an Internet site they are not supposed to, or download a file that violates company policy, a block message will be pop up informing the user of his or her violation,” says Chew.

“Similarly with email, when users send large files or chain letters for example, they receive an email notifying them of the breach. This functionality makes it easy for us to control inappropriate Internet use and discipline staff accordingly.

“WebMarshal also provides several useful reports that enable us to monitor which users consume the most bandwidth, what sites are visited most often and much more. This level of granularity provides us with the ultimate level of protection against Internet misuse and Web-borne threats such as viruses and spyware,” he adds.

In the past, Suntec Singapore had been infected by viruses and spyware on several occasions which had taken a considerable amount of time for recovery. WebMarshal and MailMarshal protect Suntec Singapore from future infections by integrating with Suntec Singapore's Norman antivirus gateway solution and offering an anti-spyware scanning functionality. Since deploying Marshal8e6's solutions, the organization has had no infections.

"Marshal8e6 provides us with comprehensive protection against email and Internet threats, while providing us with the tools to increase staff productivity and satisfaction, reduce bandwidth costs and significantly increase the ROI on our IT investments," says Chew.

"The software was very easy to set up and it has a very simple and neat user interface that makes administrative work straightforward.

"MailMarshal and WebMarshal deliver a very tangible ROI soon after they are deployed."

ROI stats:

- Since deploying MailMarshal 2006 in March 2007, Suntec Singapore has reduced bandwidth consumption on the email servers by 14GB a month.
- Suntec Singapore's IT staff used to spend about two hours per day managing spam and spam-related issues. Now they spend less than half an hour a day.
- Now the company is effectively blocking 88 percent of spam at the gateway.

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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