



# Vulcan Steel slashes spam, increases network performance and frees up admin time with Marshal8e6

## Client:

Vulcan Steel

## Requirements:

Email Filtering

## Solutions:

MailMarshal SMTP and MailMarshal Exchange

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**Tony Salmon**  
CIO, Vulcan Steel

## Profile

Vulcan Steel is a steel distribution company supplying a broad range of steel products to small, medium and large steel related customers. In an increasingly competitive industry, the company has placed more focus on ensuring that the IT infrastructure is sufficient to help the business remain competitive and successful. An important part of this is security – both in ensuring sensitive data doesn't leak from the organisation and that it is adequately protected from malware and spam.

The latter, especially, was a big problem; Vulcan Steel's employees were at one point subjected to about 10,000 spam emails a day. “The amount of spam we were getting was just ridiculous,” explained Tony Salmon, CIO, Vulcan Steel. “It got to a stage where only 1 out of 100 emails were legitimate, which caused us serious problems in terms of degrading network performance, staff productivity and the amount of malware and viruses infecting our machines.”

Such was the extent of the problem that when Salmon joined the company in 2006 he had to re-image most of the PCs on the network due to the amount of malware they were running. This represented an obvious threat to the business in terms of network and data security, but also resulted in a significant admin burden to fix and maintain.

Another area of concern for the IT team was the lack of control over external web access. Whilst Vulcan Steel operates a relatively trusting acceptable usage policy, there were no controls or checks in place to enforce it. It was a concern on a number of counts. Some staff were downloading and running suspect executable files and infecting their machines and the network with even more malware. Secondly, there was the risk of inappropriate content being accessed which could leave Vulcan Steel open to legal action. Balancing the level of access with an open and trusting policy presented Vulcan Steel with a problem; it could only shut everything down or open everything up.

## Addressing The Problem

To address these issues, Vulcan Steel turned to Marshal8e6. It installed MailMarshal SMTP and MailMarshal for Exchange to manage its email and spam and WebMarshal to look after internet access. There were immediate results. According to Tony Salmon, “the amount of spam we receive now is almost zero thanks to the filtering from MailMarshal SMTP. That has had great benefits in terms of malware protection, increased network performance and reduced management time. Since we installed Marshal8e6 two years ago I have only had to re-image two machines infected with malware and that was due to virus coming in via personal email – we've since configured MailMarshal SMTP to protect against webmail threats as well.”

Network performance has also improved dramatically since implementing Marshal8e6's products. As the amount of traffic has been so significantly reduced, so have the bottlenecks that necessitated a server re-start. According to Salmon, that process would take a lot of man hours in management and server admin and needed to take place on a regular basis – he remembers

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#### KEY BENEFITS

Vulcan Steel used MailMarshal, WebMarshal and Mail Marshal Exchange to:

- Reduce spam from 10,000 a day to almost none
- Reduce admin time from days to minutes
- Reduce bottlenecks and server re-starts
- Apply more prescriptive acceptable usage policies across the company
- Minimize exposure to malware from email and web threats

spending days sorting out servers and Exchange as a result of malicious spam attacks. Now, not only is the server more efficient but the admin time required to fix issues is just a matter of minutes.

These time savings are important. With only a small IT team, but a big focus on delivering IT value to the business, freeing up so much admin time to be reprioritised on other projects allows Vulcan Steel to run a more efficient, effective and valuable IT function.

The company has also used MailMarshal for Exchange to control personal email use on the company system to protect staff and the company from inappropriate content and increase productivity.

In terms of Web access, Vulcan Steel now has far more flexibility in terms of the policies it can set and enforce. WebMarshal has allowed the IT team to set three different access level groups granting no access, limited access and full access depending on job role and seniority.

Salmon explains: “We didn’t want to ban internet access at work, there are a lot of very useful business resources that we want our staff to be able to access. Having said that, we also didn’t want employees spending all day on social networking sites. WebMarshal gives us the flexibility to limit access to certain sites all the time or at certain times of the day. It’s made it easier to create and implement effective policies.”

In addition to controlling which sites can be visited by whom and when, WebMarshal also allowed Vulcan Steel to block all executable downloads from sites. This was another way that malware was infecting the network and causing issues in terms of performance and possible data leaks. By blocking such downloads, the threat from Web-based malware has been minimized.

As Tony Salmon sums up, “the power and functionality of the Marshal8e6 products is impressive. We have the ability now to be very prescriptive in terms of what is and isn’t deemed acceptable use and strike a happy balance between protecting the company and the network, and giving freedom and access to our employees.”

As a result of the successful adoption in the Auckland site, Vulcan Steel has already rolled the products out across the other three main sites in New Zealand and the Australian office. Whilst it is currently only using MailMarshal SMTP in Sydney, there are plans to add WebMarshal and MailMarshal for Exchange to the site in the future.

#### About Marshal8e6

Marshal8e6 is a global provider of Web and email security products. We are the only security company able to provide integrated, reliable and effective enterprise-class multi-layered solutions. Our deep expertise in web and email allows us to correlate real-time threat intelligence to protect organizations from current and emerging threats. With 20,000 customers and 16 million end users in 96 countries, the company is privately held and based in Orange, California with international headquarters in London and offices worldwide.



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