



Mexicana de Aviación's Productivity Escalates with M86 Security's Filtering and Reporting Solution

Client:

Mexicana de Aviación

Web Site:

www.mexicana.com

Number of Users:

2,000

Requirements:

Web Filtering and Reporting

Solutions:

R3000 Internet Filter and Enterprise Reporter

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Ives Laurent
Chief Security Architect
Mexicana de Aviación

Profile

Mexicana de Aviación, the world’s fourth-oldest airline, has provided innovative travel services for over 80 years. As part of Star Alliance, the world’s most extensive airline network, Mexicana staffs more than 6,000 employees and transports nearly nine million passengers per year. Despite setbacks the airline industry has experienced over the recent years, Mexicana de Aviación prides itself on its ability to remain ahead of the curve because of one core value: its focus on continued innovation.

Challenge

For the past couple of years, Mexicana de Aviación’s employee base has been steadily increasing due to the company’s considerable success in the airline industry. At the same time, employees at Mexicana’s headquarters began to notice a serious degradation of the company’s network. Not only was Internet connectivity sluggish and inhibiting employees from participating in critical work functions such as competitive research, but network degradation seriously affected customers’ ability to make online flight and hotel reservations through Mexicana’s Web site. With escalating costs associated with bandwidth misuse, Mexicana network security officials teamed up with EDS, a global technology services company. Together, they sought an Internet filtering solution that would not only save bandwidth, but also help increase productivity and best serve the company’s bottom line.

Ives Laurent, Chief Security Architect at Mexicana de Aviación, says, “We evaluated our first filter because of the company’s reputation in the industry, but it turned out to be a big disappointment. Because it was software-based, we had to install it on an existing server, which resulted in poor connectivity and network traffic jams due to the shared server functionality. We had to make a lot of changes to have the filter connect to our network. Our Internet connection was worse than before, and we figured we would have to buy more bandwidth in order to make it work. We needed a solution that would enable us to cut back on bandwidth usage and costs, rather than create new expenses.”

With these issues in mind, Mexicana and EDS turned to Microasist, a M86 Security reseller located in Mexico. “Microasist was crucial in helping us find the best solution for our needs as a company within a narrow niche market. They took the time to learn our business and our needs. This was crucial in helping us find an Internet filter and reporter that did exactly what they were supposed to do, straight out of the box, without incurring extra costs.

“Within minutes after connecting M86’s hardware solution to the network, we discovered that our bandwidth usage was over 95% due to inappropriate employee use of the Internet,” says Mr. Laurent. “M86’s solution was essentially paying for itself as soon as it was out of the box.”

“What I like most about the M86 solution is the ease of connectivity. It is extremely stable and performs without compromising other network functions. I definitely prefer an appliance over a software solution because I don’t have to worry about losing the Internet if the filter goes down”

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Chief Security Architect
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ABOUT M86 SECURITY

M86 Security is a global provider of Web and messaging security products, delivering comprehensive protection to more than 20,000 customers and over 16 million users worldwide. As one of the largest independent internet security companies, we have the expertise, product breadth and technology to protect organizations from both current and emerging threats. Our appliance, software and cloud-based solutions leverage real-time threat data to proactively secure customers’ networks from malware and spam; protect their sensitive information; and maintain employee productivity. The company is based in Orange, California with international headquarters in London and offices worldwide. For more information about M86 Security, please visit www.m86security.com.

Solutions

M86 offers scalable, high-performance filtering and flexible reporting designed to secure against Internet threats, ensure regulatory compliance and lower total cost of ownership. As a hardware solution, the R3000 Internet filter integrates easily and seamlessly into any network environment. Unlike software-based solutions that employ “pass-through” filtering, M86’s “pass-by” technology eliminates poor performance due to traffic volume and enables filtering to occur as soon as a URL request reaches the Internet.

“What I like most about the M86 solution is its ease of connectivity,” says Mr. Laurent. “It is extremely stable and performs without compromising other network functions. I definitely prefer an appliance over a software solution because I don’t have to worry about losing the Internet if the filter goes down. This is crucial for Mexicana’s business.

“My team and I were also very impressed with the reports M86’s Enterprise Reporter produced,” says Mr. Laurent. The Enterprise Reporter is the only dedicated appliance to process and display Internet filtering logs without compromising filtering speed or performance, or impacting network functions. “Within moments of connecting the ER to the network, we discovered the extent of the company’s bandwidth problems through the reports,” he says. “The Enterprise Reporter allows me to create any type of customized report at any time, which makes my job much easier when managers need to see a report right away. This ease-of-use allows me to generate reports every day.”

Result

Within a month of implementing the M86 solution, Mexicana de Aviación found bandwidth consumption had decreased by almost 30%. The solution has served to make a great company become even more efficient in terms of productivity flow and costs, with employees spending more time on work-critical sites.

“M86’s solution opened our eyes to the extensive Internet abuse that employees were committing,” says Mr. Laurent. “Employees didn’t realize their Web surfing activities were affecting bandwidth and also allowing spyware to infiltrate the network. We have implemented an Internet Acceptable Use Policy that made them aware of the problem — and the consequences for inappropriate Internet use. Internet misuse is now the lowest it has ever been. We are very pleased with the M86 solution because it has drastically lowered costs in the few months we’ve had it. Now, Mexicana is currently evaluating the 8e6 Mobile Client, which filters laptops — I personally can’t wait to install it.”

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