

**CASE STUDY**

SUNTEC SINGAPORE INTERNATIONAL CONVENTION & EXHIBITION CENTRE MANAGES WEB APPLICATIONS, BANDWIDTH AND SPAM WITH ONE INTEGRATED SOLUTION

Client:

Suntec Singapore
International Convention &
Exhibition Centre

Website:

www.suntecsingapore.com

Requirements:

Email Filtering and Internet
Security

Solution:

MailMarshal, WebMarshal

BACKGROUND

Suntec Singapore is an international convention and exhibition centre located at the heart of the waterfront business centre, within Singapore's central business district. The world-renowned 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, 1,000 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 and Internet to communicate.

As a result, the company turned to email and Internet content security provider M86 Security to protect its critical business assets.

**THE CHALLENGE:
BANDWIDTH MANAGEMENT
AND SECURITY**

Increasing volumes of spam entering Suntec Singapore's network caused the organization 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 organization 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.

.....

“M86 was the obvious choice. Their solutions stood out because they were very robust and their filtering rules were highly granular and accurate.”

—Eric Chew

IT Manager

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 from the Internet.

Suntec Singapore was also experiencing difficulties controlling Internet access and protecting the company from Web-based 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 comprehensive Web content security solution.

MAILMARSHAL BLOCKS 88 PERCENT OF SPAM AT THE GATEWAY

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, offer flexibility in rules configuration and great reporting features. M86 MailMarshal and WebMarshal solutions met the need.

“M86 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, Suntec Singapore has reduced the bandwidth consumption on the email servers by 14 GB a month.

The company was previously receiving about 1.5 million spam messages a month at the gateway and about 200,000 spam messages 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 by recognized 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 highvalue 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, Suntec Singapore has effectively enforced an Acceptable Use Policy for Web surfing, which has prevented large downloads of non work-related files, wasteful use of bandwidth and reduced exposure to harmful Web-based malware. As a result, Suntec Singapore has reduced bandwidth consumption via its Internet servers by one-third and lowered the risk of malware attacks.

“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 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-based 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 M86’s solutions, the organization has had no infections.

“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

“M86 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,” says Chew.

ROI STATS:

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

ABOUT M86 SECURITY

M86 Security is the global expert in real-time threat protection and the industry's leading Secure Web Gateway provider. The company's hardware, virtual appliance, software, and Software as a Service (SaaS) solutions for Web and email security protect more than 25,000 customers and 26 million users worldwide. M86 products use patented real-time code analysis and behavior-based malware detection technologies as well as threat intelligence from M86 Security Labs to protect networks against new and advanced threats, secure confidential information, and ensure regulatory compliance. The company is based in Irvine, California with international headquarters in London and development centers in California, Israel, and New Zealand. For more information about M86 Security, please visit: www.m86security.com.

TRY BEFORE YOU BUY

M86 Security offers free product trials and evaluations.

Simply contact us or visit:

www.m86security.com/downloads.



Corporate Headquarters

8845 Irvine Center Drive
Irvine, CA 92618
United States

Phone: +1 (949) 932-1000
Fax: +1 (949) 932-1086

International Headquarters

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

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

Asia-Pacific

Suite 3, Level 7 100 Walker St.
North Sydney NSW 2060
Australia

Phone: +61 (0)2 9466 5800
Fax: +61 (0)2 9466 5899