



# The Association of Independent Schools of New South Wales Stops Viruses, Spam with MailMarshal

## Client:

The Association of Independent Schools of New South Wales

## Web Site:

www.aisnsw.edu.au

## Requirements:

Email Filtering

## Filtering Solutions:

MailMarshal

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**David Buley**  
Finance and IT Manager  
AISNSW

Professional associations rely on their email and Internet access to provide advice and other services to their members. Any disruption due to viruses or malicious hybrid worms can seriously disrupt activities and place an undue burden on IT staff who have to rectify the situation. With this in mind, the Association of Independent Schools of New South Wales installed MailMarshal and WebMarshal to minimise these risks.

## Background

In Australia, independent schools are not-for-profit non-government institutions founded by religious or other groups in the community and are registered with the relevant State or Territory education authority. They are a diverse group of schools serving a range of different communities. Many independent schools provide a religious or values based education. Others promote a particular education philosophy or interpretation of mainstream education.

The Association of Independent Schools of New South Wales (AISNSW) is a non-profit organization offering a wide range of services to independent schools across NSW including the following:

- The dissemination of information
- The provision of quality professional development programs
- Within school consultancy services
- Co-ordination of externally funded programs

As such, they rely heavily on their email system and the Internet to coordinate their activities with their member schools. AISNSW has fifty users on their LAN which uses a Novell 5 server for authentication and directory management and Groupwise 6 for mail and scheduling. Their network is connected to the Internet via a 2Gb Optus ADSL over Frame connection. They use Cisco routers, Netgear switches and a GB1000 Firewall. Before installing MailMarshal, their external email was routed directly to their Groupwise server. As Groupwise does not have any virus filtering, this meant the user's individual PC virus control was being relied upon to stop viruses and there was no filtering of spam.

“Keeping virus definitions up to date may be foremost in the minds of IT Managers,” says David Buley, Finance and IT Manager of AISNSW, “but it ranks fairly low on normal users’ list of priorities, so AISNSW was effectively unguarded against new viruses. Some of these viruses travel so fast that even a one day delay in updating virus definitions can wreck a PC.”

“Our primary goal was to control viruses,” says Buley. “We were getting dozens of virus loaded emails on a daily basis. Some of these looked innocent enough that staff would inadvertently open them. And, of course, it would be myself who would have to go and troubleshoot the PC that loaded the virus. We needed a solution that would pass all email through a control point rather than rely solely on control at the user's PC.

## “We have all but eliminated spam.”

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Finance and IT Manager  
AISNSW

After looking at the various anti-virus and email content security solutions on the market, AISNSW selected MailMarshal. “MailMarshal seemed to be the best value for money at the time while also having a user friendly interface,” says Buley. “We were looking for a solution that we could also recommend to schools who could possibly face litigation in the future if they don’t screen out offensive emails and websites.” Part of AISNSW’s mandate is to advise member schools on technological issues.

Installation proved to be a straightforward operation. “The process was fairly simple, really,” says Buley. “First we added an extra NT computer used solely for MailMarshal. Then we redirected the MX records for our domain name to the IP address of the new computer. All incoming mail was then forwarded from MailMarshal to the IP address of the Groupwise server. For outgoing mail, we forwarded all mail from the Groupwise server to the MailMarshal IP address for checking and stamping.”

Since installing MailMarshal, not only has the number of viruses getting through been significantly reduced, but there have been unintended benefits as well. “We have all but eliminated spam,” says Buley. “With our emphasis on serving our members we rely on our email and try to respond quickly. Just minimizing the amount of junk email we have to look at every day means that our mailboxes are a little easier to face.”

AISNSW has a written appropriate Internet use policy, but some staff did not follow it. “The installation of WebMarshal helps keep our bandwidth usage down,” says Buley. “We are an Internet-intensive organization so our bandwidth requirements are continually growing due to the additional information online that we need to access. WebMarshal has allowed me to stop employees visiting online radio stations and other streaming media sites that compete with work related Internet content. It is hard to gauge how much bandwidth usage is affected, but it at least means that legitimate users’ Internet access should be faster as it isn’t hampered by the nonproductive downloads of others. WebMarshal, through its warning messages lets staff know that their website usage is being monitored so they are possibly more reluctant to surf the net during work hours.”

### Key Reasons for Selecting Marshal8e6

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- Value for money and user-friendly interface
- Easy to configure text censor scripts
- Limited post-installation monitoring required doesn’t require much post-installation monitoring
- Serve as test bed for evaluation before recommending to member schools

### Key Benefits

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- Dramatically reduced spam and email viruses
- Prohibits relaying of emails thereby protects them from being blacklisted
- Reduced help desk time for IT Manager
- Ensures that staff (and students) are protected from offensive emails and websites
- Assists in the enforcement of organizational appropriate use policy

More importantly, however, MailMarshal and WebMarshal have given Buley some much needed breathing space so he can concentrate on his other responsibilities within the organization. "MailMarshal and WebMarshal have saved me hundreds of hours of help desk time," says Buley. "The software doesn't require much service... I have downloaded a couple of patches, but that's about it. The software automatically downloads new virus updates daily so I'm confident that even a new virus will not get through via email. As far as this organization goes, I have been extremely happy with Marshal8e6 content security solutions."

But the utility of Marshal8e6 solutions can potentially help independent schools across New South Wales as well. "We help member schools with advice (industrial relations, curriculum) and professional development courses as well as liaising with the State and Catholic education sectors on issues affecting independent schooling and education generally. The nature of education delivery is changing and to remain relevant, schools increasingly spend money on computing technology that includes providing email addresses for students. We try to alleviate some pressure by offering a mail hosting service, which is now used by a significant number of independent schools. We use MailMarshal to protect and screen the emails of literally thousands of students and undertake to assure schools they won't get an email containing a virus from any email hosted by us. So we're sort of staking our reputation on it. For those schools who choose to secure their own environments, I believe the Marshal8e6 software products should be a key component of their network security and will give network administrators the confidence that their networks will remain free of email borne viruses. Additionally, locking out the majority of Spam and offensive emails as well as objectionable websites will hopefully ensure students are protected from content they shouldn't see. I have no hesitation in recommending Marshal8e6 software solutions to the independent schools sector," concludes Buley.

## 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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