



Marshal8e6 Helps Massey University Fight Back Against Spam

Client:

Massey University

Web Site:

www.massey.ac.nz

Number of Users:

5,500

Requirements:

Email Filtering

Filtering Solutions:

MailMarshal

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Keith Linforth

Assistant Director (Infrastructure)
Information Technology Services
Massey University

As email becomes the most important channel for business communications, scanning of message traffic to stop viruses, block spam and ensure compliance with Acceptable Use Policies is increasingly recognised as a necessary component of network protection for businesses.

Background

Massey University is one of New Zealand's leading institutes of higher education. With campuses at four locations on the North Island, 16 other locations around the country for remote users, more than 1,000 PCs and workstations in assorted student computer labs and 4,500 staff, Massey University's network is a vital component for education, research and administration.

Key applications include e-mail, web access and IP telephony. The physical IP networking infrastructure is built around Cisco switches with DSL and frame relay connecting the various nodes running various versions of Windows 2000, Linux and HP Tru64.

With the help of MailMarshal, the university has been able to block in excess of 10,000 pieces of spam per day, at the same time protecting their enterprise from viruses and other threats.

Massey University needed a solution with anti-virus and incident management capabilities as well as content filtering functionality. They sought out a company that offered local support and direct access to developers to provide the solution.

By stopping more than 10,000 unsolicited spam messages daily and providing a platform for additional development, MailMarshal helped the university save the equivalent of at least a half person annually on virus clean-up.

Marshal8e6 Increases Protection Against Spam and Viruses

As both an educational institution and research facility, Massey has had to be extremely proactive when it comes to protecting their network. With cross-disciplinary research projects spanning continents, multiple campuses, dozens of computer labs and distance learning initiatives, university users require fast, secure access. However, with so many users and so much traffic, it also creates serious productivity and security issues. Massey's efforts to prevent their e-mail from serving as an entry point for viruses or spam and an exit gate for proprietary data and confidential information led them to Marshal8e6

The product is a fast, easy-to-use email scanning solution that enforces an organization's Acceptable Use Policy while protecting against viruses, spam and loss of confidential data. “We were one of the very first institutional users of MailMarshal” says Keith Linforth, Assistant Director (Infrastructure), Information Technology Services at Massey University. “We had been running various anti-virus solutions for the network, but we were looking for a solution that would be more comprehensive than just stopping viruses. What attracted us to MailMarshal was that it could fit very nicely into our tiered concept of anti-virus protection, which meant we could install

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different solutions at both the gateway and at the individual PCs. But also important to us was the fact that MailMarshal was originally developed here in New Zealand. This meant that we would be close to the developers for not just technical support but also that we would be able to work with their developers on future releases and enhancements.”

Over the years, Massey has been extremely satisfied with MailMarshal’s performance and the resulting benefits. “At the very least,” says Linforth, “we estimate that MailMarshal has saved us a half-person per annum on our support staff alone by blocking viruses. This doesn’t even begin to take account of all of the downtime and lost productivity for our users.”

Blocks Thousands of Pieces of Spam Daily

In addition to finding an effective weapon against viruses, IT managers must also deal with the growing nuisance of unwanted and often offensive spam. MailMarshal has helped Massey to conserve valuable network bandwidth and server resources by blocking the excessive amount of spam that they receive daily. “Where we are really beginning to see a benefit (of MailMarshal) is in the blocking of spam. Until recently, spam was a nuisance, but not a major concern. But now it is getting out of hand. We’re intercepting tens of thousands of spam messages per day.”

Stamping out spam is a priority for both and Massey. “We’re working closely with the developers to extend the functionality of MailMarshal to be even more effective in stopping spam,” says Linforth. “We’ve been testing some new content filtering algorithms that look very promising. The problem with spam is that when the SMTP protocols were first developed 30 years ago the idea that people would flood the network with unsolicited messages wasn’t even on the radar. So we’re having to add functionality that is over and above the original intent.”

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Effectively Enforces Acceptable Use Policies

MailMarshal also helps enforce Massey’s Acceptable Use Policy by ensuring that each piece of incoming e-mail is scanned to make certain that it meets the University’s standards. The product delivers customized, complete and flexible control based on company-defined policies, enabling Massey to control attachment file types by user or group. “As an educational institution,” says Linforth, “we have unique challenges for our access policy. For instance, a sociologist might have to look at web sites that might be inappropriate for a tech support person to access. Similarly, a music student might need to download an audio file that might be off-limits to an engineering student. So we have developed a flexible policy that leaves ‘appropriateness’ somewhat ambiguous. However, if we do get complaints we have various disciplinary procedures that can address specific situations.”

Conclusion

Massey University has been pleased not only with the MailMarshal product, but with the service and support they've received from the Marshal8e6 team. "We certainly appreciate the access we have to their development team. We're looking to expand our network protection in the near future and are seriously considering WebMarshal. We like the tools and sensible management that Marshal8e6 solutions provide. For us, MailMarshal has been an excellent overall network security solution." Keith Linforth, Assistant Director (Infrastructure), Information Technology Services at Massey University.

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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