



St Mark's Church School trusted Superior reliability and efficiency from Marshal8e6

Client:

St Mark's Church School

Web Site:

www.st-marks.school.nz

Number of Users:

Over 450

Requirements:

Email and Website Filtering

Filtering Solutions:

MailMarshal, WebMarshal

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Allan Griffin

ICT Manager

St Mark's Church School

Background

St Mark's Church School is an independent, co-educational Christian school catering for students from pre-school to year 8.

The Wellington school is responsible for providing students with outstanding educational resources and facilities in a safe and nurturing learning environment.

Safe Internet and email access plays a critical role, underpinning the school's educational services and business operations. As such, it is vital that St Mark's Church School's IT assets are protected from email and Web-borne threats such as spam, viruses, malicious code and inappropriate content.

The school needs to provide its teachers, staff and students with various levels of access to the Internet and enforce different email usage policies.

St Mark's Church School's 450 students require quick and easy access to the Internet, whilst being protected from viewing inappropriate adult content, such as pornography, and other content that poses a threat to young minds.

The school also has a responsibility to protect students from damaging content sent and received via email, Webmail and the Internet to prevent incidents of student cyber bullying.

The school's staff requires broader Internet and email access with more flexible user access to various websites.

The Challenge

According to Allan Griffin, ICT Manager at St Mark's Church School, the school needed a solution that would effectively block spam and malicious payloads, as well as allow the School to enforce its email and Internet usage policies with ease.

“We were using an Internet gateway firewall from Sonic Systems which offered comprehensive Web content monitoring, but no flexibility. It would not let us set different access policies for students and staff. We could only apply one single policy setting across the organisation,” said Griffin.

“For example, we had to allow access to sites such as Hotmail for staff, which meant students could also access it. As a result, whenever students accessed the Internet, teachers had to carefully monitor each student to ensure they weren't accessing popular sites that are not relevant to their studies.”

St Mark's Church School deployed email security software from SurfControl in October 2007.

“On average the school receives about 200 to 300 spam a day. Previously about 5 per cent of spam was getting through, now according to Griffin, no spam is getting through to inboxes.”

Allan Griffin
ICT Manager
St Mark's Church School

“In December, we decided to also deploy SurfControl's Web content security solution and that's when the problems started,” said Griffin.

SurfControl had been acquired by Websense earlier in the year. As a result, the new organisation rationalised the two company's product offerings, offering SurfControl's email security solution and Websense's Web security solution only.

“In December I told them we were ready to deploy the SurfControl Web security solution but they said they could not give it to us, because Websense now owns the company and they no longer sell SurfControl's Web solution, only Websense's Web security product.”

“I had not been advised of this eventuality when we first signed up with SurfControl in October, even though the acquisition had already taken place. Yet they knew one of the reasons we went with SurfControl is because we wanted an integrated email and Web content solution from one vendor – we did not want to have to deal with multiple parties,” said Griffin.

“To get around the problem, we suggested we exchange the SurfControl email solution with Websense's email solution so we were only running Websense applications, but they would not allow us upgrade to Websense until our SurfControl contract expired or until they had come up with a pricing structure.

“We faced a situation where we would have to manage two disparate applications with different support agreements, upgrade cycles and contracts and work with two different account managers and support staff,” said Griffin.

The Solution

Griffin approached Marshal8e6 and decided to trial its email and Internet security solutions – MailMarshal and WebMarshal. He was impressed by how easy they were to implement and use. He was also impressed by the level of support he received from the Marshal8e6 sales team and the pricing.

“From the outset, I trusted Marshal8e6's applications, people and support. I went with my gut feeling and it was the best move I made. I know the support will be there when I need it,” said Griffin.

Superior reliability and efficiency with minimal fuss

“On average the school receives about 200 to 300 spam a day. Previously about 5 percent of spam was getting through, now according to Griffin, no spam is getting through to inboxes.”

“Email filtering and blocking – working out what content to filter and block, what senders to block or not block and then setting up policies to do so – was a pain,” said Griffin.

MailMarshal's wizards make it very easy to set up and update rules that allow you to manage filtering and blocking effectively. It breaks down the set up process into individual steps, without getting too technical.

“Even the basic MailMarshal policy settings provide a very good level of protection and allows you to find the items you need quickly and easily.”

Setting up Web content filtering rules using WebMarshal was also a straightforward process, making it easy to deploy basic proxy settings as well as advanced rules for the school's different user groups, according to Griffin.

"WebMarshal allows us to offer different levels of Internet access to staff and students by setting up different rules for each user group. Like MailMarshal, the set up is very easy and once you set it up it runs itself. The software requires very little maintenance and it's trustworthy enough to keep running."

"We are saving about two hours a week. Teaching staff are also experiencing the benefits, they no longer have to closely monitor each student when they access the Internet," said Griffin.

MailMarshal and WebMarshal's reporting capabilities also enable Griffin to quickly and easily monitor email and Internet usage by staff and students, and present the reports to management.

"We can now monitor how long users are spending on certain websites at different times of the day, how much bandwidth they are consuming, how many emails they are sending and whether they are accessing content that contravenes the school's email and Web usage policies," said Griffin.

"The reports give us the data we need to enforce these policies."

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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