



MailMarshal Ensures Healthy Network at Wentworth Area Health Services

Client:

Wentworth Area Health Services (WAHS)

Web Site:

www.health.nsw.gov

Solutions:

MailMarshal

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Graeme Hoinville

Manager of Desktop Services,
WAHS

Health Care agencies around the world are constantly being pressured to provide better services to more people for less money. Part of the solution is the cost-effective use of modern communication tools, specifically email.

Background

Wentworth Area Health Services (WAHS) is one of seventeen area health services in New South Wales (NSW), the most populous state in Australia, and is responsible for maximizing the health of the people living in the Blue Mountains, Hawkesbury and Penrith Local Government Areas, an area outside of Sydney with a population of 293,000 people. With some 1000 or more PCs on a network connecting three hospitals, a nursing home and 12 community health centers, WAHS's health care professionals rely on email for vital communications.

However, a precipitous increase in email traffic and a set of policies and guidelines from above that mandated 'appropriate use' of email and that 'steps need to be taken to ensure that any files (or software) being downloaded are free from viruses' meant that WAHS had to implement some sort of email content security solution to minimize wasted bandwidth, comply with the policies and keep the system free of viruses. They chose MailMarshal. "We knew we had to do something," says Graeme Hoinville, manager of desktop services at WAHS. "We had very specific policy responsibilities under the Health Department's 'Policy for Electronic Messaging' and the Premier Department's 'Employer Communication Devices: Policy and Guidelines'. Plus we knew we had to protect ourselves from viruses and reduce any other risks that we were facing."

Key Reasons for Selecting Marshal8e6

- Ease of installation and use
- Easy-to-use standard GUI for management console
- Affordable cost-per-seat pricing

Key Benefits

- Ensures compliance with NSW Health Department's and Premier Department's email content and use policies
- Prevents viruses from infecting 1000+ user PC-based network
- Limits wasted bandwidth by stopping large and/or inappropriate email content and attachments

WAHS took a two-pronged approach... they developed an email content security policy and opted for MailMarshal. "Our policy had three filtering components," says Hoinville, "consisting of scanning inbound and outbound email for viruses, content and file attachments. For content, we developed a set of proscribed words that were definitely inappropriate...any message containing these words would be quarantined and the sender and/or recipient notified. For file attachments, we limited the size to 10MB incoming and 25MB outgoing and prohibited all .WAV, .MP3, .MIDI, .AVI, .MPG and other file formats. These attachments would be quarantined and again, the sender and/or recipient would be notified."

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Graeme Hoinville
 Manager of Desktop Services,
 WAHS

“As we looked at the various solutions in the marketplace that could enforce our policy,” says Hoinville, “we were impressed by MailMarshal, specifically its easy-to-use management console as well as its competitive pricing. So we decided to deploy MailMarshal to provide an email content security gateway between the WAHS PC network and the Internet.”

In the event, the installation went extremely smoothly. “The complete installation to our entire network took less than an afternoon,” says Hoinville.

“We only had to make one call to the support centre and even that was just to double check one of the procedures. The system works extremely well and we’ve been able to tweak it to suit our purposes. For files over 5MB in a special directory for sending after working hours in order to further reduce traffic during high use times. We also make extensive use of the reports for monitoring usage at the different facilities.”

MailMarshal is now a key component of the WAHS email content security program. As such it provides a valuable and cost-effective tool for reducing risk and ensuring the secure and appropriate use of their email resources. “We never even had a problem with that NIMDA worm that’s been making the rounds,” says Hoinville. “The Norman Virus Control software supplied as part of our MailMarshal solution reliably updates its definitions daily, so we don’t need to get too worried about new viruses. Now that’s the type of email content security we like.”

The NSW Email Policies

The government of NSW has long been a leader in promoting the safe and effective use of electronic messaging. MailMarshal ensures that NSW agencies are in compliance with the official guidelines.

In 1999, the NSW Department of Health issued a circular <http://www.health.nsw.gov.au/fcsd/rmc/cib/circulars/1999/cir99-99.pdf> that detailed a ‘Policy for Electronic Messaging’ that mandated, among other things, that “use of electronic messaging must be appropriate, lawful, efficient, proper and ethical... Minimal personal use does not extend to intentional transmission of unauthorized software, lengthy files including picture images, live pictures or graphics.

This includes computer games and music files.” Similarly, the NSW Premier’s Department issued the “Employer Communication Devices: Policy and Guidelines” (http://www.premiers.nsw.gov.au/pubs_dload_part3/psmo/empl%20comm%20dev%20pol/compol.htm#Security), which stated, among other things, that public agencies should ensure that “Files should not be downloaded unless they are work related and steps need to be taken to ensure that any files (or software) being downloaded are free from viruses.”

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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.



Corporate Headquarters

Marshal8e6

828 West Taft Avenue
 Orange, CA 92865
 United States

Phone: +1 (714) 282-6111
 Fax: +1 (714) 282-6116

International Headquarters

Marshal8e6

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

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

Asia-Pacific

Marshal8e6

Suite 1, Level 1, Building C
 Millennium Center
 600 Great South Road
 Auckland, New Zealand
 Phone: +64 (0) 9 984 5700
 Fax: +64 (0) 9 984 5720