MARSHAL8e6 ™

Gallaher Group plc,Tobacco Company Filters Spam with Marshal8e6

Client:
Gallaher Group Plc

Web Site:
www.gallaher-group.com

Requirements:
Email Filtering

Filtering Solutions:
MailMarshal

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Ian Speller
Information Security Manager
Gallaher Group

Background

Gallaher Group plc, the international tobacco company, with headquarters in the UK, operates in around 80 countries and employs over 12,000 people. Gallaher's strategic brand portfolio encompasses Benson & Hedges, LD, Mayfair, Memphis, Ronson, Silk Cut, Sobranie, Sovereign, Hamlet and Old Holborn. The Group has manufacturing plants in Austria, Canary Islands, Kazakhstan, Poland, Romania, Russia, South Africa, Sweden, Ukraine and the UK.

Since 2003, the Gallaher Group has benefited from Marshal8e6's email filtering technology to combat the continual rise of unwanted spam and inappropriate emails from entering the corporate network. With four sites across the UK supporting 1600 users, Gallaher's Information Security team oversees the availability and security of the company's UK email system.

Gallaher currently receives around 5.5 million incoming emails a year from partners and customers around the world. Working in close partnership with Sysec, a specialist security consultancy, Gallaher has consistently ensured that its email system is robust, and ahead of any emerging email threats that could potentially compromise the integrity of its business.

The Solution

The Gallaher Group's Information Security team has employed a layered approach to its email security, using a managed email service to filter-out inappropriate content in the first instance, and Marshal8e6's MailMarshal 5.5 at the perimeter to provide an additional layer of assurance. In this scenario, MailMarshal acts as a verification platform and content filter for emails that have no business or commercial benefit.

In early 2006 Gallaher's Information Security team upgraded its MailMarshal 5.5 solution to MailMarshal SMTP 2006, which combines anti-spam, anti-virus and content security into a highly scalable and easily manageable solution.

The upgraded solution was deployed via a central console across four UK and some continental European sites, and was integrated with Microsoft's Active Directory to enforce role-based policies decided by the Information Security team in support of the Gallaher Group's Internet and email Acceptable Use Policy.

Used primarily as an anti spam filter to combat the average 3.3 million spam emails received per annum, MailMarshal SMTP 2006 also provides a powerful tool that scans incoming and outgoing images. The Image Analyzer plug-in for MailMarshal uses algorithms on surrounding colour schemes to assess, categorise, and conclude whether an image is inappropriate. Depending on the context of the image, Image Analyzer allows the Information Security team immediate access to quarantined emails for further investigation.

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Information Security Manager
Gallaher Group

The Benefits

With MailMarshal SMTP 2006, Gallaher has seen an impressive blocking rate of spam emails. The Information Security team has also been able to identify and block more than 1500 different sources of commercial newsletters per day since its deployment. After receiving no negative feedback on blocked commercial newsletters, the Information Security team intend to upload the list of blocked commercial newsletters to the managed email provider who block the messages from being delivered to Gallaher.

The rapid email analysis engine behind MailMarshal SMTP 2006 breaks emails down into their component elements, and performs deep virus scanning and content security checks on both incoming and outbound correspondence. Completely customisable, MailMarshal SMTP 2006 offers the flexibility to apply essentially any security or quarantine procedure that is required.

"Our long standing relationship with Marshal8e6 has been further cemented by our upgrade to MailMarshal SMTP 2006", explains Ian Speller, the Information Security Manager at Gallaher. "The solution is able to analyse images embedded within a word document, for example, and is able to very quickly apply a new rule based on the results. It is even able to strip attachments from emails that may be suspect, allowing the recipient to safely receive only the body of the email."

Of particular use to Gallaher is the ability to block emails that are not from a recognized or valid email domain. Likewise, the group continues to build an approved senders list, currently comprising of about 80 email domains from trusted sources. Such emails are given overall delivery preference.

Mark Green, Gallaher's Group's Information Security Manager comments, "MailMarshal provides us with a consistently reliable email protection service that allows us to enforce policies to all users or individuals across the entire Gallaher Group. The granular control of MailMarshal has allowed us to remain ahead of inbound email threats, without inconveniencing the flow of email traffic to partners and customers. What we are particularly impressed with is its ability to adapt rules within an instant of learning of a new threat. We feel assured by the knowledge that our employees, systems and our corporate reputation are appropriately protected."

The granular control, and sophisticated rule set behind MailMarshal SMTP 2006 provides Gallaher with the flexibility to enforce policies to certain user groups based on their function within the business. Employees within the marketing department, for example, are able to send and receive a variety of images, yet MailMarshal SMTP 2006 is still able to decide whether an image is of a inappropriate nature based on deep analysis of skin tones within the context of the image.

"MailMarshal SMTP 2006 provides the Gallaher Group with a definitive email security solution that protects against virtually any email-based threat", explains Mark Green, Information Security Manager at Gallaher. "Being able to rigorously analyse every single incoming and outbound email would be an impossible task for any Information Security team, but MailMarshal makes this a reality. It is also sophisticated enough to perform ad-hoc requests, such as filtering out emails containing URL's to websites known for installing spyware and other malware onto employees' desktops. "

All employees with corporate email, or Internet access adhere to an Acceptable Use Policy, which is aligned with the corporate stance on inappropriate email activity. Rather than adopting a "Big Brother" mentality and monitoring each individual's email for personal correspondence, Gallaher's Information Security team understands that a reasonable amount of emails will be of a personal nature. To support this, MailMarshal allows the Information Security team the flexibility to enforce a size limit on inbound/outbound email attachments. Any emails received with attachments over this limit are quarantined and released outside of normal working hours when bandwidth is available.

The ease of use and simple interface of MailMarshal SMTP 2006 removes the burden for Information Security administrators who manage the thousands of emails received daily.

Looking Ahead

So confident is the Gallaher Information Security team in MailMarshal's capabilities, it is currently deploying the solution across all of its 5000 international mailboxes. Email traffic is expected to increase to over fifteen million inbound messages per year. The group has also reviewed and has deployed Image Analyzer to extend its deep image scanning capabilities (where appropriate) to all employees' incoming and outgoing emails.

The flexibility and granularity of the rule sets within MailMarshal SMTP 2006 will enable the Gallaher Group to comply with legislation across Europe, where for example, in some countries the law does not permit employers to view the content of employees' emails. The ability to enforce such policies to all local mailboxes in any particular geography, while still providing rapid and robust analysis of all incoming emails for malware or spam, has given the Information Security team a global email security solution that is sophisticated enough to adhere to local compliance regulations while still maintaining a companywide protection to incoming spam.

Mark Green, Gallaher Group's Information Security Manager concludes, "Our deployment protects all of our UK employees, but granularity of MailMarshal has so impressed us that we are now in the process of migrating all the Group's International Mailboxes onto a single domain. MailMarshal SMTP 2006 has proven that it can offer superior email protection to all our employees, so it makes sense for us to move all employees onto a single security platform."

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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