

IBM Managed Email Filtering helps Thies beat the virus odds

Overview

■ **The Challenge**

To filter emails containing viruses, spam, and other content which represented risk, annoyance, and cost to the organisation and its employees.

■ **The Solution**

An IBM Managed Email Filtering solution which scans all incoming emails before they reach the Thies server environment. Emails are scanned in approximately less than 1.5 seconds via a sophisticated network of Control Towers prior to delivery to their final destination.

■ **Why IBM?**

- This unique IBM Managed Email Filtering Service can be switched on in a matter of minutes and requires no additional hardware or software
- Scanning hundreds of millions of emails monthly and offering more protection than many traditional software based solutions, IBM's Managed email filtering solution is aimed at "out smarting" the new breed of internet and email threats

■ **Key Business Results**

- Significantly reduces the threat and cost of system downtime due to virus infected emails.
- Helped to reduce business risk by protecting employees against internet scams, address farming and certain privacy violations in their inbox
- Allowed the redirection of resources that were previously used to manage email security.
- Helped to increase productivity as employees no longer had to waste time sifting through their emails deleting unwanted virus and spam materials.
- Required no investment of Thies in additional hardware or software to implement the service. Business Partner MessageLabs Ltd.



“The quantity of spam and internal complaints had increased exponentially and our efforts to manage the situation were becoming onerous. We implemented various solutions but found them all too difficult to manage and administer.”

—Richard Moran, Infrastructure Supervisor,
Thies Pty Ltd

Company Overview

Thiess is one of Australasia's leading integrated engineering and services providers, with diverse operations across building, civil engineering, mining, process engineering, oil and gas, environmental and utilities services, telecommunications, and facilities operations and maintenance.

Based in Brisbane, Thiess employs over 5,000 people with 2,500 utilising email via the corporate network.

The Thiess corporate email network was being targeted by an increasing quantity of viruses and spam. In addition, the level of internal complaints regarding this material was also rising. Thiess have previously implemented various strategies in an effort to resolve the situation, however each strategy proved either ineffective or difficult to manage.

Not only were emails of this nature becoming a threat and a nuisance, Thiess also recognised the increase in time and resources for their employees to sort unwanted materials from regular business email.

IBM recommended Thiess implement a solution which would scan all incoming emails prior to reaching a Thiess server. This solution increased the level of network security, protected against bandwidth theft, and reduced the risk of nuisance emails in the workplace. In addition, it saved previously allocated staff resources.

The business challenge

There is always another virus, worm, Trojan horse, logic bomb, or eavesdropping sniffer that can destroy, intercept or degrade computer networks. Viruses, spam and nuisance emails are not only annoying, they can also load a network with considerable increases in traffic. The time taken and resulting overheads associated with having to visually scan and filter emails before they can be safely opened was also an issue Thiess had to resolve.

Why IBM?

Effective email security is not just about installing software at server and desktop level. It's also about providing protection against fast-breaking, dynamic threats before they occur. That's why the most effective solution is one that eliminates email threats by sitting outside the boundaries of the network and filtering an organisation's emails prior to their delivery.

IBM is a leading provider of managed email security services, offering a unique predictive technology solution which acts as a first line of defence, scanning emails and eliminating threatening and unwanted content before they reach a client's server.

Updates are performed continually to keep pace with the changing nature of email security threats. By constantly adapting and storing profiles of new threats as they are detected, IBM together with business partner MessageLabs[®], offers complete email security and sets industry standards throughout the Asia Pacific region.

“The whole service works very well. Before we had to devote resources for managing this problem alone. Now, we can use these resources in more valuable roles.” said Richard Moran.

The IBM solution

In partnering with MessageLabs®, IBM has combined world-class patented technology with robust, secure, and resilient architecture and around-the-clock support to deliver a complete solution tailored to meet Thiess' requirements.

The email security system consists of a range of managed services - anti-virus, anti-spam, and content control. All services are managed externally and require no additional hardware or software.

Incoming emails are now scanned before they reach a Thiess server and clearly flagged 'spam'. This allows Thiess employees to quickly identify and delete unwanted emails, which saves considerable amounts of time.

Emails containing a virus cannot enter the Thiess environment. They are stopped and extracted before reaching the server. An email is then sent to the Thiess employee in question informing them of the sender's email and its virus status.

The IBM solution also monitors all outgoing Thiess emails for viruses as they leave the organisation.

The business benefits

End-to-end email security provides Thiess with peace of mind. Even during a virus outbreak, viruses are stopped prior to reaching a Thiess server.

In addition, the accurate detection of spam has reduced unproductive downtime related to employees having to sift through their emails deleting unwanted materials. The IT manager or an individual employee is able now able to write their own filter and automatically delete flagged emails when they reach the server or an individual's desktop.

The implementation of the IBM solution helped Thiess to increase productivity by freeing-up resources dedicated to managing and administering email network security.

Lastly, Thiess was able to implement an IBM Managed security solution without any additional system hardware or software purchases.

For more information

Visit our Website at:

ibm.com/services/au/its/continuity

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04/05
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Designed by the IBM Grafxlab.
GL_6517