



MessageLabs[®]
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THE AUSTRALIAN COLLEGE OF PHYSICAL EDUCATION

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Tina Huang

Manager, Information Technology Services
Australian College of Physical Education

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Like all higher education providers, the Australian College of Physical Education relies on the internet as a critical pathway to knowledge and an efficient method of accessing learning resources. Email is a key communication tool between staff members and the college's 1000 students each have their own mail box as well.

The combination of a large number of highly active users – mainly 18 to 20 year olds surfing the net widely – in a tightly regulated business environment, and the need to meet the significant compliance requirements of the tertiary education sector, makes email and web security a critical issue.

Both spam and malware were an ongoing problem, impacting on staff productivity, absorbing much of the small IT department's time and detracting from network performance. The college had tried both an in-house software messaging security solution and an appliance, and neither had been effective in ridding inboxes of spam or preventing viruses infecting the college's network.

Email and web-borne threats kept out in the cold

Tina Huang, the college's Manager, Information Technology Services, researched hosted messaging security services on the internet. After a simple 14 day trial of MessageLabs services, all 7,800 of the college's incoming emails each week were delivered free of spam and viruses, and internet use was guaranteed safe and compliant with usage policies.

"MessageLabs captures about 100 viruses each week, before they enter our network," said Tina Huang. "Because MessageLabs technology stops spam and web-borne threats at the internet level, it provides far better security than in-house solutions."

All incoming and outgoing email, and all web traffic requests pass through the MessageLabs platform, hosted in secure datacentres worldwide. Each email is scanned for spam and viruses and each web request is checked against the college's acceptable usage policy, determining whether they are blocked or allowed to pass. Different rules can be applied to different user groups, individuals or even times of day.

If a web request is allowed to pass, the relevant web page or file download is scanned for viruses and spyware by Skeptic™ and multiple third party technologies. If a virus or spyware is identified, access to the web page is denied. Similarly, spam or email carrying malware is quarantined before it is downloaded to the college network.

Efficient and easy policy enforcement

"The MessageLabs solution is effective. Because I know it works, and I can easily enter the portal and check the reports, I simply don't need to worry about security," said Tina Huang. "The MessageLabs reports give me a complete understanding of all incoming and outgoing emails and the number and type of viruses being captured. They are very clear and ready for me to present to senior management."

"With savvy young internet users, monitoring email and internet usage and

"Our MessageLabs solution has saved us engaging an additional full time senior staff member for application support – a cost of over \$70,000 a year."

controlling bandwidth is a pressing need for the college. Together, MessageLabs URL Filtering and Email Image Control and Content Control allow us to enforce our acceptable internet and email usage policies in a simple and efficient way. As well as eliminating time-wasting, the college is protected from brand damage and other legal implications of misuse."

Increased productivity and reduced costs

"Because spam and viruses are dealt with outside our network, we are not forced to waste bandwidth downloading unwanted emails," said Tina Huang. "Using MessageLabs has reduced our bandwidth and server loading, with a resulting increase in network performance. That saves us money in the long term."

Productivity has also increased as staff no longer need to sort through and delete spam from mailboxes. "Some people did click on and forward infected emails, and rectifying the subsequent problems distracted our small IT team from core work."

"Our previous in-house software took a lot of time in administration and management, and also required a dedicated server to run. Because of these costs, we moved to an appliance but we spent a lot of time monitoring and making adjustments – around two hours of staff time each week," said Tina Huang.

"The high costs of these in-house solutions led us to Software-as-a-Service. We did trial another provider and found it was too complex because an expensive contractor was required to make the settings on our network. With a MessageLabs solution set up is very simple and straightforward – and we were provided everything we needed with no additional or hidden costs."

"Before implementing MessageLabs I spent half my time on messaging security. Now I am free to focus on core strategic functions. In addition to improving network performance and reducing bandwidth, our MessageLabs solution has saved us engaging an additional full time senior staff member for application support – a cost of over \$70,000 a year."

Solution at a Glance

Business Drivers

- Spam and malicious code entering network
- Costly diversion of IT resources from core tasks
- Reliance on connectivity for education and communication

Technology Challenges

- In-house software required dedicated server to run
- In-house appliance complex and time consuming to manage

Solution

- MessageLabs Email Anti-Spam and Anti-Virus
- MessageLabs Image Control and Content Control
- MessageLabs Web Security Anti-Spyware Anti-Virus
- MessageLabs URL Filtering

Size of Organisation

- 92 members of staff
- 1000 students
- Three campuses across Sydney

Business Value and Technical Benefits

- Guaranteed clean email inboxes
- Safe and compliant web usage
- Secure network and secure communications
- Eliminate spam burden on bandwidth
- No in-house labour or technology costs
- Improved productivity in IT and for end-users
- Seamless implementation, 'set and forget' service
- No maintenance or settings changes
- No new hardware or software required, complements existing infrastructure

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