



We saw growth in virus activity. Our own experiences were infrequent, but our dependence on the network and the increase in virus traffic were the driving considerations when we considered MessageLabs. The MessageLabs model is the right one for the problem. It is appropriate and highly effective.

Nick Price
Director of Technology
Mandarin Oriental Hotel Group

Mandarin Oriental Hotel Group

Mandarin Oriental Hotel Group hadn't implemented any significant virus scanning on its email network. The group was at the stage of deciding whether to buy new technology and manage it in-house, or to outsource. When they reviewed MessageLabs, they concluded it was a superior service model and signed up for the MessageLabs Anti-Virus service with confidence.

Mandarin Oriental Hotel Group is an established, prestigious hotelier with 18 properties and more than 7,000 guest rooms in Asia, Europe and the Americas. The group boasts some of the best known and most highly regarded hotels in the world, including the flagships Mandarin Oriental Hong Kong and Oriental in Bangkok.

With a commitment to excellence, and to providing guests with an increased range of products and services, management was aware that the group's global footprint and future growth would make it increasingly vulnerable to virus attacks.

MessageLabs Anti-Virus service – so good it sells itself

"Quite simply, we wanted the very best guarantee of virus-free email that we could get," says Mandarin Oriental Hotel Group's Director of Technology, Nick Price. "When we looked at the MessageLabs offering, we were confident that we'd found it."

While the prime requirement was that emails sent and received should be virus free, Nick had also established wider criteria for what the group was looking for from an anti-virus solution:

"We needed the ability to take care of new viruses quickly, to handle large emails and to process messages in an unimpeded fashion. It was naturally also very important that we shouldn't lose emails, and that there should be no limitations on types of attachments."

MessageLabs – a remarkably good fit

"It rapidly became clear that MessageLabs Anti-Virus service was a remarkably good fit. MessageLabs proved themselves to be experts in the field, with excellent customer references."

"The service was easy to implement, making no significant impact on the business, or requiring training at our end. It was also easy to set up, commission and test. We tested the product first and it passed with flying colours. We knew very soon that we'd made the right, effective decision."

"We see the MessageLabs Tower model as more resilient and more appropriate for us as a global company. MessageLabs is in the unusual but powerful position of being able to see a virus develop elsewhere in the globe and to protect all its customers immediately."

"The service can be turned on in 24 hours or less. When people understand the threat of viruses the product is one that sells itself. It is a very powerful service."

Nick also adds that, because there was no capital investment required, MessageLabs pricing compared favourably to less effective solutions, such as buying the best of software available and building it in-house.

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Putting the ROI into perspective

"We wanted someone to deal with viruses for us, that was the bottom-line requirement. Security was initially a concern, but our misgivings were allayed when we appreciated that using the MessageLabs Anti-Virus service was no less secure than using any of the intermediaries we already use, such as ISPs. And we were satisfied that the employee agreements for confidentiality were met."

Nick Price takes a pragmatic view on the cost of anti-virus protection.

"The payoff in terms of virus protection is when you consider the actual downside of getting hit," he says. "The risk just isn't worth taking. On the other hand the return on investment is quality related."

"Any virus attack can cause incredible damage to any organisation. I'm not sure you can put a dollar figure on it but we are a 24-hour service provider and we need to keep our systems up all the time. Though we have never been hit hard in the past by a virus, we recognised all the warning signs that the whole virus issue was becoming extremely serious. We felt the need to protect ourselves, and it looks like we've done that about as comprehensively as is possible with MessageLabs."