

Government

Dorset County Council—MailDefender Case Study

“Our employees don’t waste valuable time deleting spam, and viruses no longer cause havoc”

**Paul Samways, ICT Analyst,
Dorset County Council**

Customer

Dorset County Council

Problem

- Large amounts of spam
- Costly employing someone to check mail for viruses and spam

Solution

intY MailDefender hosted email scanning service

- Anti-Spam
- Anti-Virus

Benefits

- Spam stopped before reaching users inboxes
- Virus, phishing and malware email threats removed
- No delay in retrieving or sending mail
- Increased employee productivity
- Simple to implement
- Good price

intY’s MailDefender Helps Dorset County Council Dramatically Reduce Spam Load and Virus Threat

Overview

Dorset County Council employs around 10,000 people and provides a diverse range of services such as transport, education and leisure to the population of Dorset. Including employees at its head office at County Hall in Dorchester, the council has around 4,000 email users. With such a large number of employees using email, keeping spam and viruses to a minimum is a huge challenge. As a result of an increasing number of illegitimate emails, the council has implemented MailDefender, a managed email security service from intY, to dramatically reduce email spam and remove the risk of virus infection.

Monitoring email for viruses and spam – a full-time job

Prior to the introduction of intY’s products, Dorset County Council had to employ at least one person to work full-time on carrying out spam and virus checks on emails. This was a costly process in terms of both man hours and the hardware and software required to do this. In addition, the council’s mailbox was on an open relay system, which meant that malicious emails could be sent externally but made to look as if they had come from an internal employee. This made it difficult for the council to trace and block emails. The council also used anti-spam and anti-virus software plug-ins on their proxy server boxes but this was proving an expensive solution because of budget restrictions.

“It was clear that we needed to review our email management process to help us in our daily battle with viruses and spam. We decided to look at managed services as a cost effective solution to providing around the clock monitoring and protection,” explained Paul Samways, ICT Analyst Strategy at Dorset County Council.

A Managed email security service

Pipex, Dorset County Council’s ISP, was already very successfully using intY’s solutions to control viruses and spam with some of its large corporate customers. They strongly recommended that the council implement MailDefender because it works at the Internet-level, which means that viruses and spam are stopped before they reach the organisation’s network.

“intY’s managed service was also very attractive as finding a qualified person to carry out virus and spam checks is very difficult – there just aren’t enough people with the right skills available. intY’s solution eliminates this problem,” commented Paul Samways.

Spam dramatically reduced

The council has seen many benefits since implementing MailDefender in January 2005. A year after the implementation, the number of spam and virus emails County Hall was receiving had grown to the point where it made up one quarter of emails received in just one month (7,350 were spam and 107,266 were viruses). Thankfully, these were quarantined by MailDefender before they reached employee inboxes, leaving employees free to get on with their jobs instead of wading through junk emails.

All the council’s email is now redirected to intY and filtered for spam and viruses, allowing only legitimate emails to be sent to employees’ inboxes. Although the mail is routed through intY’s servers, council employees don’t experience a delay in retrieving or sending their emails.



“We’re very pleased with the level of protection that MailDefender provides,” added Samways. “We no longer need to employ someone full-time to manage and monitor our email for viruses. Our employees don’t waste valuable time deleting spam and viruses no longer cause havoc, which helps to increase employee productivity. The solution was incredibly easy to implement and the pricing made real sense.”

Council employees received training on how to use MailDefender so that they could personalise the spam filters to their requirement. For example, some staff needed to ensure specific work-related newsletters would reach their inboxes rather than being filtered out.

Advice for other organisations battling with viruses and spam

From his experience, Paul Samways recommends that others who are battling with spam and viruses consider a managed service.

“Having a managed service certainly makes life for the IT team a lot easier because it was easy to set up and it just works. I would recommend that anyone considering this type of solution should take time to check out the vendor first – you need a company with a solid track record as well as a good price.”

“It’s also crucial to look in detail at how they write the black and white spam lists as this will dictate how granular the filtering will be. A good solution will allow you to customise your lists for maximum spam removal and to eliminate legitimate emails being quarantined,” concluded Samways.

About intY: intY provides secure Internet and e-mail communications. It was the first UK entrant into the managed Internet server market in early 1997 and is driven by the desire to deliver secure communications systems for all its customers - on their terms and without hassle. Due to the continuing heavy investment in R&D, intY Ltd is now a global leader in the managed Internet services market with products and services such as intY ExoServer, intY managed services and intY MailDefender. intY’s growth is reflected by the fact that it is a Deloitte and Touche Fast 50 and Times Tech Track 500 company.