



CUSTOMER SUCCESS STORY

ACORN ASSESSORS



Acorn Assessors is a firm of independent engineers who work with lawyers and insurance companies to investigate accident-damaged vehicles. Acorn Assessors has approximately 50 staff members using MessageLabs Email Anti-Virus, Email Anti-Spam, Image Control and Content Control.

CHALLENGE

The IT department at Acorn Assessors spent most of their time dealing with spam and viruses. A virus attack virtually shut the company down for two days while the IT department unplugged and then rebuilt the network to isolate individual machines.

Spam had become such an issue that the company's MD changed the spelling of his name in his email account and staff spent valuable time each day sorting through messages to identify business-related messages. Additionally, the volume of unwanted email was clogging the mail server, causing it and the company's website—which runs on the same server—to crash.

This was compounded by the company's physical location, which limited its internet connectivity. When the connection failed or if the company's maximum available bandwidth was being consumed, messages would potentially be lost and the company had no way to retrieve them.

SOLUTION

Jonathan Townsend, IT director, was asked to look into Acorn Assessors' options. "I was familiar with MessageLabs, having used it with a previous employer," he explains. "But I also looked at software to bolt onto the exchange server. It would mean buying large license packs, rather than adding licenses as we expanded." In addition to the inflexible user structure, Townsend discovered that the software option would mean that his team would have to provide ongoing maintenance and support.

Choosing software would also require keeping the company's IP address off of industry black lists. At some point Acorn Assessors' address had been identified as a spam source, "but now, all of our email goes through MessageLabs, eliminating the issue."

Townsend continues: "What we get with MessageLabs is a comprehensive solution that would have required multiple pieces of software and more cost. The service is managed by experienced professionals and uses world-leading software, so it's one of those 'set it and forget it' services that you know will work as it should."

RESULTS

By pointing incoming and outgoing email messages to MessageLabs Email Anti-Spam and Anti-Virus service to filter messages before they reach Acorn Assessors, staff only receive legitimate email. Nearly 25 percent of messages intended for Acorn Assessors are identified as spam or viruses and never reach the company's servers, meaning that bandwidth use is streamlined.

Messages are also screened for inappropriate images and content: "We haven't had any complaints from staff that they are clogged up with spam or looking at images they don't want to see."

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Jonathan Townsend,
IT Director,
Acorn Assessors

And because all of the email that they receive is scanned, staff don't worry about clicking on the wrong message and launching another virus attack. MessageLabs Email Anti-Virus follows links embedded in messages to ensure that the links don't lead to malicious software.

Townsend suspects that "we have probably saved twice the amount that we pay for MessageLabs in staff time where they would otherwise be sifting through inboxes to find business-related messages". The IT department has also been able to focus on adding value to the business, rather than resolving email-related problems. "Before we had to sort out the bandwidth issues and sort out viruses, which takes time and costs money. That time can now be spent streamlining business processes, creating new software, and ensuring that staff desktops are performing efficiently."

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SOLUTION AT A GLANCE

Solution:

- MessageLabs Email Anti-Spam, Email Anti-Virus, Email Image Control, and Email Content Control

Technology Challenges:

- Unreliable bandwidth connection meant messages were potentially lost
- Volume of spam was unmanageable
- An email virus worm had brought the business to a halt

Business Requirements:

- Scalable solution that would grow with the business
- Low-maintenance solution

Business Value and Benefits:

- IT department now focuses on streamlining business
- Quick and easy deployment as a hosted service
- Predictable cost structure
- No capital expenditure for hardware or software
- Service complements existing infrastructure



Confidence in a connected world.