



CUSTOMER SUCCESS STORY

AUTOGLASS®

MessageLabs



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Kevin Young,
Infrastructure Manager
Belron

Autoglass® is the UK's leading vehicle glass repair and replacement company, serving more than 1.3 million motorists each year. It has 121 branches and 1,200 mobile technicians. It is part of Belron, its parent company, which owns similar businesses in 29 countries worldwide.

PROBLEM

“Everyone has issues with spam,” says Kevin Young, Infrastructure Manager for Belron. Two years ago, without any spam filtering, 40 percent of the email coming into the company was unwanted junk mail. This gave Autoglass® headaches. It wasted bandwidth, clogged email accounts and prolonged backups. (These days the spam figure would be more like the global average of 70 percent.)

Without any spam filtering, Autoglass® users in the UK and Belron's staff in their HQ had to filter their email manually – a time-consuming task. Worse, spam is freighted with offensive content, which is not acceptable in a working environment. In short: “People were getting frustrated.”

Although the spam nuisance was the main concern, the threat of viruses and spyware loomed large and Autoglass® wanted to find ways to make sure that the company's email acceptable usage policies were enforced.

SOLUTION

The company looked at a range of solutions to these problems. The prospect of buying more hardware and managing it was not attractive. Instead, Young selected MessageLabs to filter email for viruses, spam and offensive content. Their experience, technical expertise and market leading SLAs made MessageLabs an obvious choice for managed services but, in addition, says Young: “They're easy people to work with.”

The big attraction was how easy it is to set up. There is no hardware or software to buy. Instead, administrators redirect email via MessageLabs, which does all the filtering before it reaches the company's servers.

BENEFITS

Email is one of the easiest ways for a company to pick up a virus infection. The MessageLabs guarantee – to block all known and unknown email viruses – is a great reassurance for Autoglass®. As it filters outgoing mail, MessageLabs also makes sure that Autoglass® can't damage its reputation by spreading a virus infection to other people.

Another important benefit is that MessageLabs provides detailed management reports via its client portal, ClientNet. Young uses the reports to see what is being stopped and blocked. This builds confidence in the system and reinforces how valuable it is.

It is easy to get bogged down in technical details, but ultimately MessageLabs helps protect the reputation of Autoglass as well as its users. Accidentally sending out a virus, importing an offensive image or spending time and money cleaning up a virus infection threaten the company's brand. It's hard to put a value on but, says Young, when you consider how important and valuable the company's brand is, it's easy to see why a ‘belt and braces’ approach to security is critical.

The biggest benefit is the virtual elimination of spam. It means that the 1050 Autoglass® users on the MessageLabs system don't have to waste time every day checking spam email manually – a big boost for productivity. Young says, “It does exactly what it says on the box. If we had to switch it off now it would be a disaster.”



Confidence in a connected world.