

dmi productions

CUSTOMER SUCCESS STORY

DMI PRODUCTIONS

MessageLabs



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Stuart Turner,
Director,
DMI Productions

Stuart Turner is the co-founder of DMI Productions, a London company that specialises in video & media production, and related creative work, such as scripting, storyboarding and editing. He jokingly claims that he and business partner Neil Hoskin founded the business in 1999 “In a blaze of absolutely no publicity, following several other get-rich-slow schemes.”

Despite this light-hearted tone, both men have huge passion for their work. As a result, the business continues to prosper. Today, they work for international entertainment companies, well-known film studios and major corporations. The company employs a close knit team of around ten staff, as well as contractors and freelancers.

STARTING AS THEY MEANT TO GO ON

From day one, the founders wanted to run a solid, professional operation. This extended to their choice of security services. A friend recommended MessageLabs and they signed up soon after the company began operations. Stuart Turner’s main objective is to protect his business, and its high-end clients, from the consequences of malware and other computer problems.

This means blocking email and web-based malware and ensuring that they can access their email even if there is a problem with their email server. “We have some major international clients and, obviously, we use email every day,” says Turner. “If the system went down – even for a couple of hours – we’d be tearing our hair out.” With their reputation and production schedules on the line, they can’t afford to be complacent about security threats. After all, MessageLabs detects 2,797 malicious websites every day and one in 281 emails contains some kind of malware¹.

THE MESSAGELABS SOLUTION

DMI uses almost the entire range of MessageLabs services including Email Anti-virus, Anti-spam, Content Control, Image Control, Web URL filtering and Anti-virus as well as Email Continuity.

The email and web services protect the company and its employees from malware. MessageLabs Service Level Agreements (SLAs) over malware detection and service availability mean that Turner can be certain that his systems are well protected, along with his company’s reputation. Freeing staff from the tidal wave of unwanted email is an added productivity bonus.

The MessageLabs Email Continuity service is a recent addition. A great deal of DMI’s work has to be “Done, and done now...” explains Turner, who adds “If the office burned down, or the staff were without email for a day, it would be an absolute nightmare”. But having MessageLabs means that everyone would still be able to send and receive emails, even if something drastic happened to their email server.

¹MessageLabs Intelligence data correct at the time of writing

IT'S ALL ABOUT PEACE OF MIND

DMI uses a local IT firm to look after their network on a day to day basis. Their consultant suggested that Turner should consider another security service. The idea was given short shrift: "I had a look at it but MessageLabs has done a great job for us over the last four or five years. It's not about the cheapest price. It's about service, reassurance and the fact that we haven't had a problem since we got MessageLabs." After all, he jokes: "Nobody asks for the cheapest brain surgeon! Worry-free access to email and the internet is business-critical here."

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DMI Productions needs to provide outstanding service to the Media Industry, without technical problems, 24/7. That is precisely what MessageLabs helps them to do by giving what Turner himself describes, very concisely, as: "Total peace of mind".

SOLUTION AT A GLANCE

Solution:

- MessageLabs Hosted Email Anti-Virus, Email Anti-Spam, Email Content Control, Email Image Control, Web URL filtering and Web Anti-virus, Email Continuity

Technology Challenges:

- Protecting business and clients from malware
- Ensuring email is always available

Business Requirements:

- Deliver uninterrupted services to clients 24/7

Business Value and Benefits:

- Quick and easy deployment as a service
- Predictable cost structure
- No capital expenditure for hardware or software
- Service complements existing infrastructure



Confidence in a connected world.