



CUSTOMER SUCCESS STORY

MessageLabs



HEATH LAMBERT

Heath Lambert is the UK's leading independent insurance broker and employee benefits consultant. The Guernsey office provides advisory and support services relating to risk retention and captive Insurance Management. This is where organisations choose to self-insure certain risks rather than pay premiums to the general insurance market.

SERVER SLOW DOWN

Before it signed up for the MessageLabs service, Heath Lambert's Guernsey office didn't have any protection against email-borne viruses and spam beyond a Cisco firewall and anti-virus software on each PC. This left the office vulnerable and caused real day-to-day problems. Around 90 percent of the office's communications take place via email so reliability, security and availability are essential.

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Solomon Bourne
IT
Heath Lambert

The Microsoft Exchange Server was suffering. It was becoming slower and slower. Since a Microsoft SQL Server database and a file sharing network also ran on the same computer, a mail slowdown also affected other programs. In addition, it was taking a long time to backup the server and this could have left the office without essential data. The cause of the problem was a tidal wave of spam. Over 3,000 messages a day were filling up the server's bad mail folder and triggering 'user not known' replies. These unwanted emails caused problems for staff too. "Our office manager was a multi-millionaire from winning 30-40 lotteries" says Solomon Bourne, responsible for IT oversight in the office.

MESSAGELABS TO THE RESCUE

When Bourne turned to his IT supplier for a solution, they recommended MessageLabs. Although he also considered Postini, he felt that MessageLabs "had an established track record and came with 100 percent SLAs." Heath Lambert selected the MessageLabs Email Anti-Spam and Anti-Virus services.

Shortly afterwards, they added MessageLabs Email Image Control and Content Control. These additional services help to protect the Heath Lambert brand. "We don't want anything leaving the office that might offend or upset anyone" says Bourne.

REAL BENEFITS

Overnight the MessageLabs service cut the size of the Exchange mail store. Performance increased and backups stopped hiccupping. "We don't get the constant moaning about spam now," says Bourne. With one in 305 emails containing a virus, the MessageLabs service also provides a reassuring 100% virus capture rate.

As an added bonus, the MessageLabs service adds the company's corporate email disclaimer to every outgoing message. Microsoft Exchange couldn't cope with adding the main disclaimer and the additional text required for the Guernsey office.

For a small office like Heath Lambert Guernsey, IT isn't always at the top of everyone's to-do list so a 'good enough' solution isn't good enough. As Bourne says, "we didn't want the cheap fix. We wanted a Ronseal product. We just wanted it to work." It did.

Perhaps the biggest benefit is that email no longer causes Bourne any problems. For a small office with no in-house IT support, this is important. "You don't think about it until you have a problem," he says, and for email, "MessageLabs is peace of mind."

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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:

- Volume of spam was slowing the server

Business Requirements:

- Low-maintenance solution

Business Value and Benefits:

- 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.