



## CUSTOMER SUCCESS STORY

### THE MILLER GROUP



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Michael Leggiero,  
Group Enterprise  
Technology Manager,  
The Miller Group

The Miller Group is the largest privately-owned house building, property development and construction company in the UK. Headquartered in Edinburgh, the company operates throughout the UK and across Europe. It has four divisions: homes, construction, mining and developments.

#### PROTECTING THE BUSINESS

“What we’re trying to do is mitigate the risk to the business,” says Michael Leggiero, Group Enterprise Technology Manager. The internet and email pose several risks to the company: malware infections, legal and HR risks from staff misuse of the internet and ‘cyber-skiving’.

With the spread of social networking sites, Leggiero says that he’s seen a rise in non-work internet use. “We also need to monitor what is occurring in order to protect the company’s brand and reputation,” he adds.

#### THE MESSAGELABS SOLUTION

The Miller Group has been using MessageLabs products from Symantec Hosted Services for nearly seven years with its Novell GroupWise email system. In-house solutions were taking up too much time. In fact, Leggiero says at one stage he had several staff who solely monitored the email gateways.

Now, thanks to MessageLabs Hosted Email Security, these people are free to do more valuable (and less tedious) work. In addition, MessageLabs Hosted Web Security helps the company enforce its acceptable usage policy and protect itself against web-borne malware.

“MessageLabs was the only service that offered a unified solution for email and web,” says Leggiero. “The competition was made up of many overlapping expensive solutions and offered weaker support and service level agreements.”

#### BUSINESS BENEFITS

Symantec Hosted Services “have been great for us,” says Leggiero. They give a high level of security. “The whole thing has been fantastic for us. It just works for us - it just does the job.” The MessageLabs products have also helped Leggiero give the HR department detailed reports about appropriate and inappropriate web use, which has helped cut cyberslacking.

An additional benefit from Symantec Hosted Services is that the products are charged per user; The Miller Group only pay for what they use. “If we had bought in-house hardware and software, the cost would have not been as effective, this way we pay per member of staff for the service provided,” says Leggiero.

Leggiero praises Symantec Hosted Services’ proactive approach to product development and support. “They never rest on their laurels,” he says. A good example is roaming user support. This new feature extends MessageLabs Web Security to laptop users who roam outside the company firewall. It is simple to install and doesn’t add anything to the cost of the service. With two-thirds of the company away from the office on a regular basis, this is a valuable addition for The Miller Group.

Over the last six years, MessageLabs products have helped keep The Miller Group safe and reduce the cost of security while continually adding new features. Overall, says Leggiero, “They’ve been very, very good, technically and commercially, and the people really help us get the best out of the service.”

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### SOLUTION AT A GLANCE

#### **Solution**

- MessageLabs Hosted Email Security and MessageLabs Hosted Web Security

#### **Business Requirements**

- Protection against malware infections
- Minimise the risk of staff misuse of the internet
- Ability to scale with the business

#### **Business Value and Technical 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.