



CUSTOMER SUCCESS STORY

NEWHAM COLLEGE OF FURTHER EDUCATION

MessageLabs



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Tony Jack,
Head of IT & Systems,
Newham College of Further
Education

WANTED: INDUSTRIAL-STRENGTH EMAIL SECURITY

“Email was causing angst in the organisation,” says Tony Jack, Head of IT and Systems at Newham College of Further Education. Urgent emails to the chief executive weren’t getting through. People had to wait for the IT department to release emails from overzealous spam filters. It was clearly time for a change. The college needed something “Industrial-strength” to protect their email from spam, viruses and inappropriate content.

Newham College is a large further education college in East London. In fact, it is one of the five largest further education colleges in England. It turns over around £50m a year and teaches 28,000 students a year.

The College employs about 700 staff and 2,500 PCs across two main sites. Running on a backbone of Novell NetWare, Oracle databases and Microsoft Server 2003 with line of business applications, it is a similar setup to many businesses.

THE MESSAGELABS SOLUTION

The college selected and implemented MessageLabs in February 2005. It wasn’t a difficult choice. As part of the London Metropolitan Network (another MessageLabs customer), they had seen how well the system worked. “It seemed a very good solution and the price was attractive,” says Tony Jacks.

The college deployed MessageLabs Anti-virus and Anti-spam against viruses, malware, spam and phishing scams. They also used MessageLabs Image Control to identify and control malicious or inappropriate content in inbound and outbound email.

“The installation went very smoothly,” says Tony Jack. It required a change in the colleges DNS records to redirect incoming email through the MessageLabs service. “They’re an easy company to work with,” he adds.

PASSED WITH FLYING COLOURS

On a practical level, MessageLabs saves Tony Jack’s IT department time and money. With their previous solution, it was getting to the point where someone spent a significant part of their working life manually filtering and processing suspected spam email. MessageLabs has a service level guarantee for spam filtering that guarantees a false positive rate lower than 0.0004%. This frees IT personnel to do more productive and interesting work.

The MessageLabs service “doesn’t need any maintenance or support from our end at all,” says Tony Jack. They don’t have to install any signature files or upgrade any software as new threats emerge. This is a significant time-saved compared with their previous, server-based system.

More importantly, MessageLabs is keeping the college safe from internet nasties. In the past year, according to the MessageLabs reporting system, Newham College has sent and received 1.1m emails. In the same period, MessageLabs blocked 12,000 viruses, 230,000 spam messages and 700 inappropriate images.

From Tony Jack’s perspective, the installation has been a great success. It has given him peace of mind. Viruses don’t get through. Spam doesn’t get through. Legitimate email does. Above all, it doesn’t require any intervention or support from him or his team.



Confidence in a connected world.