



# Email Security

## CASE STUDY

### PROFILE

With associate firms in more than 700 locations around the globe, RSM Bird Cameron is one of the world's largest accountancy and consulting groups, helping businesses expand internationally through specialized teams of local practitioners with international experience.

RSM International has member firms in more than 72 countries and is represented in each of the top 40 major business centres throughout the world. The combined organisation has more than 24,000 professionals in more than 630 offices, placing it amongst the top seven international accounting organisations worldwide.

RSM International member firms serve clients involved in virtually every industry, from manufacturing, wholesaling and retailing, transport and mining, to the health and legal professions, government agencies and service firms of all types.

RSM's Australian clients range from large international enterprises, listed corporations, large private owned organisations and government agencies, to small to medium sized enterprises and individuals.

### CHALLENGE

RSM Bird Cameron needed a secure email solution to combat the high levels of spam infiltrating the email inboxes of 800 Australian staff members on a daily basis. Some staff received up to 400 emails per day, reducing productivity by almost an hour a day as employees sorted spam emails from relevant business emails.

Additionally, RSM Bird Cameron wanted to leverage synergy with RSM International (RSMi) network members who were already using Tumbleweed MailGate email security and data loss prevention (DLP) solutions. Technology, in this instance, is being applied on a global basis. MailGate, a self-contained appliance of both hardware and software, minimised the implementation and ongoing management of the solution.

### SOLUTIONS: TUMBLEWEED MAILGATE

Tumbleweed partner Information Gateways was aware of the international use of MailGate, and proactively approached RSMi to identify ways to improve its email security and data loss prevention.

Tumbleweed MailGate was installed in RSM Bird Cameron's national corporate and advisory network of offices following a competitive public review of requirements for its email security procedure.

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### OVERVIEW

## RSM Bird Cameron

#### Industry

Financial Services

#### Geography

Australia and International

#### Tumbleweed Solution

- Tumbleweed MailGate Appliance

#### Benefits

- Saving approximately 48,000 man-hours annually
- Reducing spam emails by 99 percent
- Standardised email content and security environment with marketing capabilities for national customer base

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firm had to be well articulated for return on investment purposes,” said Simon Maxwell, Managing Director, Information Gateways.

The MailGate product suite is optimised for network defense, email encryption, content filtering and data integrity. Using MailGate technology, Tumbleweed customers fight spam and viruses, block network-level denial-of-service and directory harvest attacks, dynamically encrypt and securely route messages, and achieve regulatory and corporate policy compliance.

“The installation of MailGate was completed in less than a day. It was quick, self-contained and all we really had to do was configure everything,” said Gerry Mellon, IT Administrator, RSM Bird Cameron. “This was probably the fastest solution we have ever installed, because the appliance contained both hardware and the software, and was simple to configure.”

MailGate has been configured to fit within RSM Bird Cameron’s email gateway, and has been integrated inline with the existing email environment, without complex changes. This approach gave RSM Bird Cameron the opportunity to migrate email policies and procedures away from their legacy environment and onto the new MailGate platform easily, while gaining the benefits of Tumbleweed security features from day one.

## RESULTS

Tumbleweed MailGate technology has provided two important marketing benefits to the company. Today, every sent email appears with the correct legal disclaimer, ensuring company-wide legal compliance, which had been difficult to achieve prior to the implementation of MailGate. RSM Bird Cameron is now also able to update brand messaging in email footers, and segment this information for targeted vertical email marketing campaigns.

“This is part of a growing trend for the company – targeting a very specific section of the firm’s customers at a time, from a geographic perspective, and changing this message quickly to respond to customer and market demands,” said Mellon.

For RSM Bird Cameron, implementation of Tumbleweed MailGate has reduced the workloads of each and every staff member of the company, as well as significantly reducing the time and focus of the Information Technology (IT) team in managing unwelcome spam.

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“We helped RMSi implement the central Tumbleweed MailGate solution to work with various email servers in different states. Meeting the business requirements for improved email security and increased user productivity within an accounting firm had to be well articulated for return on investment purposes,”

- Simon Maxwell, Managing Director,  
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“We are very impressed with Tumbleweed support. In particular we are happy with the ability to solve appliance and service issues without any major intervention of RSM Bird Cameron staff. All we do is log a call and authorise access to the appliance; then Tumbleweed steps in and solves the issue. We are notified through email when the issue is resolved. This is all very simple and conducive to our very busy work environment,”

- Gerry Mellon, IT Administrator



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For RSM Bird Cameron's IT team, there are multiple benefits to utilising an integrated appliance-based solution. Virus and spam updates happen automatically, and the methodology behind screening for spam is handled by Tumbleweed. This further reduces the manual component of the company's email security management.

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### WHAT PLANS ARE THERE TO BUILD ON IT IN THE FUTURE?

"Our very positive experience with Tumbleweed MailGate, coupled with Tumbleweed's presence in the Australian Federal Government and financial services sector, has led us to consider adding additional Tumbleweed solutions," said Mellon. "We are interested in the company's Managed File Transfer solution, SecureTransport, and see this as being of great value to our client base. We see value in our clients being able to collect large files, rather than transport them in an unsecured environment, or one which simply won't allow the transmission of large files."

RSM Bird Cameron maintains a large audit practice, and SecureTransport eliminate current email restriction problems for many of its clients, while meeting the security benchmarks that are of paramount importance for the firm and its clients.

"Overall, our investment in Tumbleweed has been significant, but the effectiveness of its solutions has more than paid off," Mellon concluded.

## TUMBLEWEED PRODUCT LINES



### Managed File Transfer

SecureTransport™ provides a centrally managed system for monitoring and managing secure file transfer activity across multiple file transfer sites or applications. SecureTransport integrates with the existing infrastructure and allows organizations to meet regulatory compliance mandates, and control and manage the transfer of files inside and outside of the corporate firewall.



### Email Encryption

Secure Messenger™ is an email encryption platform that protects, analyzes, manages and reports on email traffic flowing in and out of the organization. Secure Messenger's enterprise-class, component-based architecture includes a state-of-the-art SMTP relay and a powerful policy engine. By monitoring messaging at the Internet gateway with a complete set of email security capabilities, Secure Messenger provides the most effective and reliable method to secure inbound and outbound email streams.



### Email Security

MailGate® is a robust, easy-to-manage email security solution providing comprehensive inbound threat protection and outbound data loss prevention. Unrivaled antivirus, antispam, and Intelligent Edge Defense capabilities deflect junk email and inbound attacks, eliminating up to 90 percent of email traffic before it enters the network. MailGate's simple checkbox content filtering, an intuitive policy manager and automatic gateway-to-gateway encryption make it easy to prevent accidental data leakage.



### Identity Validation

Validation Authority™ ensures the validity and integrity of highly valued and trusted transactions by validating digital certificates in real time. This comprehensive, scalable and reliable framework can validate certificates issued by any Certificate Authority.



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