



Email Security

CASE STUDY

PROFILE

Founded in 1859, Watermark is the oldest Patent and Trademark firm practising in Australia. Watermark has built a reputation both nationally and internationally as a leader in providing commercially relevant, timely, and cost-effective Intellectual Property (IP) services, to help clients maximise the value of their intellectual assets. Watermark is the winner of the highly prestigious Patent Attorney and Trademark firm category in the BRW Client Choice Awards 2008.

CHALLENGE

In early 2005, Watermark was relying solely on the antispam features native to Lotus Notes email to manage the increasing barrage of junk email penetrating their corporate firewall. It was not a tenable situation, and a new solution was needed going forward.

For Watermark's Manager of Information Technology, Mark Schmidt, the requirement for a robust email management solution was paramount. "Everyone on staff—more than 100 people in all—was being forced to wade through mountains of email on a daily basis. And the more public their email address, the more spam they received. On average, nearly 30 percent of all email incoming to the firm was some type of spam, and for more senior attorneys and partners, as much as 75 percent of incoming email was spam," he said.

SOLUTION: TUMBLEWEED MAILGATE

Watermark conducted a market review in search of an email security solution that could go beyond basic filtering rules and deliver an element of sophistication. They selected Tumbleweed MailGate because it not only suited their corporate requirements, but was strongly recommended by Information Gateways, a key alliance partner for Tumbleweed in Australia, and an industry service provider well known to Watermark.

Watermark implemented MailGate's Antispam module—achieving full deployment within a few hours—and MailGate automatically began to register users in the system, filtering their email and creating spam reports.

"This appliance-based approach is ideal for Watermark," said Schmidt. "MailGate was just what we were looking for—a set-and-forget solution that greatly simplifies our email management load, and is easy to troubleshoot."

RESULTS

When Watermark first implemented Tumbleweed MailGate, nearly 500,000 incoming emails per year were identified as spam messages. By mid 2008, this figure had increased to more than 1.1 million spam emails blocked per year. Watermark then decided to activate MailGate's IP-based filtering capabilities, which reduced the number of inbound connections to less than half of the former load. Currently,

OVERVIEW



Industry

Legal Services

Geography

Australia

Tumbleweed Solution

- Tumbleweed MailGate Appliance
- Tumbleweed Antispam, Antivirus and Intelligent Edge Defense modules

Benefits

- Blocking 1.1 million spam emails annually
- Reducing email virus threats to zero
- Developing a self-managed email environment for staff and attorneys

"MailGate has achieved a saving of more than 7,000 man-hours per year for the firm, or 135 hours per week on average. And MailGate's content filtering policies help to manage email moving in and out of the corporate network."



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around 98 percent of attempted connections to the MailGate server are blocked, vastly reducing server loads in addition to ensuring leaner and more relevant incoming email.

“Even with 2,000 connections a day now being refused, we still identify 60 percent of email being blocked as spam,” says Schmidt. “Additionally, MailGate allows our staff to independently manage their own email requirements.”

Watermark also chose to deploy MailGate’s Intelligent Edge Defense and Antivirus modules, with immediate positive results. “The landscape on viruses entering the firm via email has changed dramatically. We’ve noticed a huge drop in incoming email viruses over the last three years, from around 100 per week to now possibly one or two a week. MailGate is fantastic at picking them up—we’re not aware of any having slipped through. Our investment in protection against directory harvest attacks has also been worthwhile.”

Watermark’s successful implementation of Tumbleweed MailGate has provided an accurate email management and security solution. The solution itself has achieved a savings of more than 7,000 man-hours per year for the firm, or 135 hours per week on average. And MailGate’s content filtering policies help to manage email moving in and out of the corporate network—for example, audio and video files are automatically withheld from recipients, who are instead asked to pick them up from Watermark’s IT department.

“We are happy with the way MailGate works and have been really impressed with the after-sales service and support from both Information Gateways and Tumbleweed. They have focused on finding solutions to any query that we have, and have created an ideal email management environment for us. Our staff now complains if they receive even one spam message,” concluded Schmidt.

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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