



Computershare

MIMESweeper™ keeps Computershare ahead of the market

Overview

Computershare (ASX:CPU) is a global leader in share registration, employee equity plans, proxy solicitation and other specialized financial and communication services. Many of the world's largest companies employ our innovative solutions to maximize the value of their relationships with investors, employees, customers and members.

Computershare has approximately 10,000 employees across the world and serves 14,000 corporations and 90 million shareholders and employee accounts in 21 countries across five continents. Computershare consists of some 32 companies operating under the Computershare brand, including Computershare Technology Services which provides the company with IT services.

Challenges

- **Volume of domains**
- **Complex legal requirements relating to the provision of financial services**
- **Maintaining a secure, virus-free business**
- **Growing issues with spam**

Confidential and valuable information is Computershare's stock in trade. The financial nature of its business means that security and reliability are key when it comes to communications, particularly inbound and outbound email security.

As Computershare relies on email to communicate with its customers' shareholders, it needs a content security solution that is flexible yet reliable. Additionally, as the company requires efficient internet processes to help run its business there is a clear need to ensure maximum protection against viruses.

Nick Fisher, EMEA Technical Infrastructure Manager for the company commented: "Protecting the company against potential external virus attack via email was something we became concerned about in the late '90s. This concern led to our initial implementation of MIMESweeper 3.0. Since then we've grown as a company, and have acquired and built up new businesses, under the Computershare brand. Throughout that time we have carried on relying on Clearswift for email content security and have grown our technology user base from 3000 to 8000."

The growth of the Computershare business has meant an increase in the complexity of the internal email and web infrastructure. The company now operates 32 separate domains, and each requires different email policies and rules.



Company: **Computershare**

Headquarters: **Bristol, UK**

Industry : **Technology**

Solution: **MIMESweeper for SMTP 5.1**

No. of users: **8,000**

- Concerns:
- **Inbound and outbound filtering**
 - **Flexible policy creation**
 - **Simple maintenance**
 - **Flexibility and scalability**
 - **Proven technology**

"We need an extraordinarily complex policy when it comes to email in order to be able to prioritize completion key business processes. For example, this may mean that someone in one area of the business must able to send larger file attachments than someone else. We have over 8,000 email users to manage so we rely on the flexibility of MIMESweeper's rules process to ensure that we are using our email system to its full capacity, and preventing security breaches."

Nick Fisher
EMEA Technical Infrastructure Manager



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Solution

- MIMESweeper provides robust protection against all forms of digital threats, including new threats which anti-virus software often misses
- MIMESweeper filters both internal and external communications, preventing loss of confidential stock market data
- MIMESweeper helps define and enforce email and web policies

Each company has its own rule set, rules that are further delineated by role and job function. The technical team at Computershare are responsible for advising on the rules and policies, meaning that they are better able to maintain rigid management of their digital content security.

MIMESweeper for SMTP 5.1 also enables the team to ensure that no email leaves Computershare without the correct legal disclaimer and to efficiently manage the removal of redundant email addresses and email subscriptions.

Computershare has deployed MIMESweeper for SMTP 5.1 as part of a holistic security strategy, which also uses F-Secure at the email gateway for additional virus protection.

MIMESweeper for SMTP 5.1 is ideally suited to this approach as it complements the solution provided by most AV vendors.

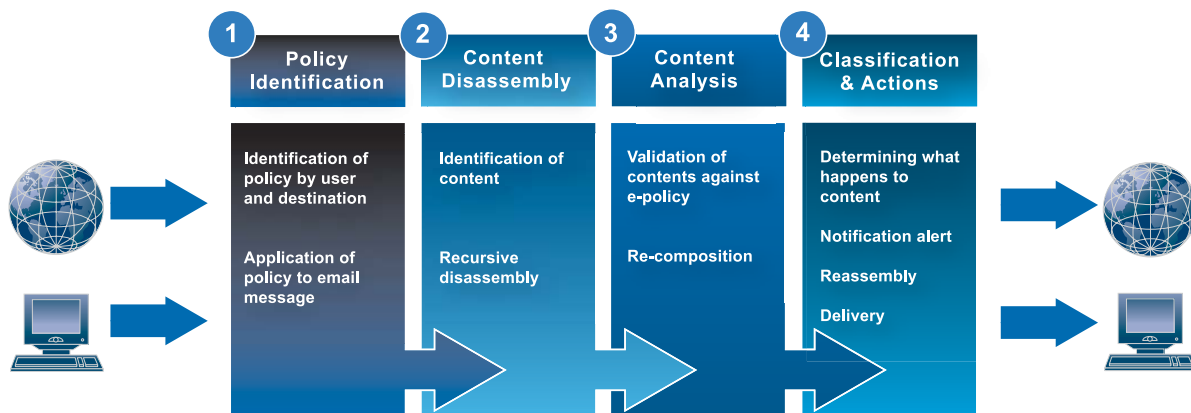
Effectively MIMESweeper acts as an additional layer of defense to protect against those viruses not yet identified by the anti-virus software, by analyzing each file by its extension, name and header. Furthermore, by "unpacking" all email content (including all commonly found attachment files) MIMESweeper helps protect against 'Zero-Day' threats by taking defensive action before anti-virus patches are available.



Product: MIMESweeper for SMTP 5.1
Plug-ins: None
AV of choice: F-Secure

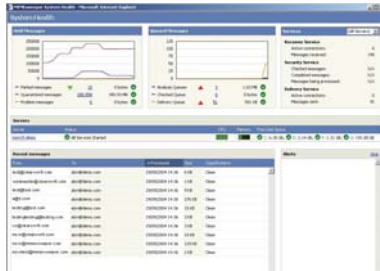
"This is similar to the "security is like layers of an onion" approach - we have AV screening at the desktop, the email server and the gateway. MIMESweeper plays a major part in that."

Nick Fisher
EMEA Technical Infrastructure Manager



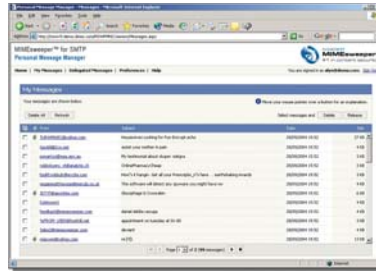


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Loss of productivity

MIMESweeper for SMTP is designed to control and prevent abuse of email to ensure that systems resources are not eaten up by frivolous or unwanted messages. It features a comprehensive set of reporting tools that enables Systems Administrators to monitor daily usage, identify abuses, trends and map future requirements.



Message management

Personal Message Manager gives end users the power to determine whether their quarantined emails are unwanted spam. This key feature removes the burden of message management from the IT department and ensures that spam messages are more accurately identified.



Reporting

Report Center comes complete with predefined and comprehensive reports, viewable by secure connection from any standard web browser.

One of the key components of MIMESweeper is the ability for users to self-release spam. With over 8,000 users this level of controlled independence was essential for the implementation to succeed.

Computershare found that MIMESweeper offered them such reliable anagement that the technical team was able to devolve initial management responsibility and simple tasks to the helpdesk team and so free up the technical team's time, using MIMESweeper's ability to set differing levels of administration rights to different levels of user.

This, coupled with targeted support from ClearSupport Direct, has ensured that the MIMESweeper implementation has delivered all the promised benefits.

The Future

As Computershare continues to grow and as more of its core businesses utilize the web and email, content security is going to continue to hold great importance to the company.

"The Clearswift products work, they do the job they claim to do and they are an integral part of our security solution. We're planning to upgrade to MIMESweeper for SMTP 5.2 in the near future and through our work with the MIMESweeper User Forum, we hope to help Clearswift develop the kind of products we all need for the future," concluded Nick Fisher.

"I don't think most users are really aware of the MIMESweeper for SMTP 5.1 implementation - which is just as it should be!" commented Nick Fisher.

"We haven't really had a major problem with spam although before we put in the latest version, one of our offices noticed an increase in unsolicited and inappropriate inbound email material. MIMESweeper has put a stop to that."

Nick Fisher
EMEA Technical Infrastructure Manager

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Nick Fisher
EMEA Technical Infrastructure Manager



Customer Showcase Program

This case study has been put together as part of the Clearswift Customer Showcase Program. We're proud of our customer list, and proud that we at Clearswift play a part in keeping companies secure. Clearswift customers tend to be forward thinking, innovative users of technology, and the kind of organizations that all sizes of company look up to. We like to celebrate that leadership, and our role in their success, wherever possible.

The greatest accolade we could ever aspire to comes from our customers - one company recommending our products or endorsing our technology is worth its weight in gold. This is why we would like to invite customers to participate in Showcase, our customer program.

Simply contact the Customer Showcase Team on pr@clearswift.com.

About Clearswift

Clearswift simplifies content security. Our products help organizations enforce best-practice email and web use, ensuring all traffic complies with internal policy and external regulations. Our range of content filtering solutions makes it easy to deploy, manage and maintain no-compromise email and web security for both inbound and outbound traffic.

Clearswift is the only vendor to offer comprehensive, policy-based content security in all three deployment methods: as software, as an appliance and as a managed service. All three platforms are designed to take the hassle out of securing internet traffic, with a clear, intuitive management interface; automatic, 'zero-touch' updates; powerful reporting and common-sense policy management.

Twenty years of experience across 15,000 organizations has helped us raise security standards while simplifying security management at the same time. We've helped many of the world's most successful organizations use the internet with confidence and are committed to staying ahead of the market and helping our customers defend against all emerging threats.

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MIMESweeper™ Email Managed Service

MIMESweeper™ SMTP Appliance

MIMESweeper™ for SMTP

MIMESweeper™ for Web
MIMESweeper™ for Exchange

MIMESweeper™ for Domino

e-Sweeper™

Bastion™

DeepSecure™