



## Hydrocarbon Resources Case Study

# MIMESweeper™ for SMTP allows Hydrocarbon Resources Ltd to monitor and control its incoming and outgoing emails

### Introduction

Hydrocarbon Resources Ltd (HRL) is the Centrica subsidiary that operates the offshore Morecambe gas fields and onshore gas processing terminals at Barrow-in-Furness, Cumbria. At peak production, around 8% of UK gas supply is obtained from this source, helping to supply Centrica's British Gas customers in the UK. The company was established in 1997, following the demerger of British Gas PLC.

There are approximately 800 email accounts in HRL, based offshore, onshore and at the Barrow Terminals, with those working offshore on a two-week on / two-week off rota. HRL has a five-man IT operations department, lead by Graeme Moorby, senior systems engineer based in Heysham, Lancashire. Graeme is responsible for ensuring the smooth running of the company's email infrastructure and controlling and managing the information entering and leaving Hydrocarbon Resources Ltd.

### Challenges:

- **Monitoring and controlling information passing into and out of the organization**
- **Maintaining a reliable email system**
- **Combating considerable dangers posed by spam**
- **Maintaining a secure, virus-free business**
- **Reducing management and maintenance time**

Email is the primary means of communication for staff at Hydrocarbon Resources Ltd, with between ten and twelve thousand emails coming through the system every week. Email is used for business purposes both internally and externally and also to communicate with Centrica corporate along with third party engineering companies and other partners. It is also a vital resource for those employees working offshore on the gas platforms to communicate with friends and family members. For security reasons, external parties are not able to make direct phone calls to the platforms so email becomes a critical tool for personal interaction too.



Company: **Hydrocarbon Resources Ltd**

Headquarters: **Heysham, Lancashire**

Industry : **Energy (Utilities)**

Solution: **MIMESweeper for SMTP 5.1**

No. of users: **800**

Concerns: **Policy based control and monitoring of information coming into and out of the company via email**

*"It's allowed us to exert control,"*

*"We're not rushing around fire-fighting but are able to put policies in place that enable us to control the information coming into and out of HRL and prevent any problems before they occur."*

**Graeme Moorby, Senior Systems Engineer**



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"Email forms the backbone of our communications system," explained Moorby. "Not just at a business level but for employees offshore on a personal level too. Two weeks is a long time to be away from loved ones and our staff rely on email to keep them in touch - especially as they can't receive calls when they're out there."

When Moorby was installing the email system, he knew it was imperative to have a security solution but he also needed a solution that allowed him to monitor and control the data entering and leaving Hydrocarbon Resources Ltd.



Product: MIMESweeper for SMTP 5.1

### The Solution and Results

#### MIMESweeper for SMTP

- Stops all digital threats at the email gateway, whether incoming or outgoing
- Central management console
- Closes Zero-day vulnerability window by stopping suspicious files before AV patches are published
- Supports regulatory compliance by preventing confidentiality breaches with flexible policies
- Provides a powerful web-based Report Center
- Auditing function that allows the manipulation of data to enable trend tracking and organization of email traffic flow

In 1997 Moorby chose Clearswift's MIMESweeper for SMTP to protect Hydrocarbon Resources Ltd because the solution offers the most granular policy management in the industry, with policy templates and wizards to make it easy to design, deploy and update.

Clearswift encourages all customers to follow its "Three Es" guidelines:

1. **Establish** a policy covering all content in transit
2. **Educate** the entire workforce about the policy
3. **Enforce** the policy consistently, actively and publicly

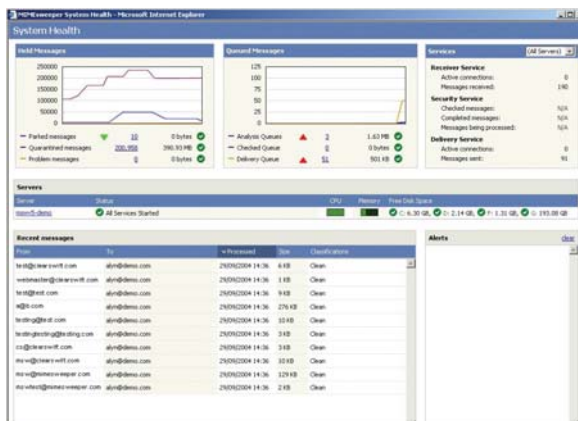
Clearswift believes that to make the infrastructure as secure as possible, companies need to make sure each of the three Es is in place.



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As a result, HRL has also ensured that its employees are educated about the issues of privacy and security with regards to email and have drawn up an email user code of practice, called 'The User Codes of Practice and Acceptable Use Policy', which they ask all employees to sign. This confirms that staff understand what is acceptable with regards to email use and the implications of improper use of email.

MIMESweeper for SMTP is designed to support any email usage policy, no matter how complicated and allows for differences in policies and exceptions in policies depending on job role etc.



## The Future

"We will be sticking with Clearswift," continued Moorby. "In fact, an upgrade to MIMESweeper for SMTP 5.2 is imminent. We will definitely be making use of the Personal Message Manager (PMM) feature. It allows end-users to manage their own withheld messages and release any valid emails themselves. The multiple server feature will also be of benefit to us as only having to manage one server will save us a lot of time."

## The Results

Using MIMESweeper for SMTP, Moorby has been able to set up policies preventing users from sending and receiving emails containing certain types of files. For example, HRL employees cannot send or receive emails containing media files, encrypted files or executable files. This ensures that the IT team has complete control over the type of data entering and leaving Hydrocarbon Resources Ltd.

HRL also makes much use of SpamLogic, the ground-breaking new anti-spam technology used in MIMESweeper for SMTP. Moorby commented: "SpamLogic traps thousands of spam emails per week - in fact it's stopped over 4000 so far this week and we're only three days in. We're delighted with the accuracy - we don't spend any time checking through the blocked emails because we trust SpamLogic completely."

Overall, the principal benefit the IT team at Hydrocarbon Resources Ltd has noticed is the amount of time MIMESweeper has provided them with. They have never been hit by a virus or other security breach so have never had to shut the system down to clean up and they spend very little time managing spam emails.



## 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](mailto: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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