

Symphony Group plc

Symphony puts email and web communications and transactions to the top of its list of priorities

Symphony Group, based in Leeds, UK, is a leading manufacturer of fitted kitchen, bathroom and bedroom furniture. The company services all market sectors, with a customer base that encompasses high street furniture specialists, housing associations and local authorities and the UK's leading housebuilders. Symphony Group has a turnover of over £110m and employs some 1,100 people.

Conscious of the need to maintain its reputation and brand equity as it moved into the online environment, Symphony put the security of its email and web communications and transactions to the top of its list of priorities and in 1999 acquired Clearswift's MAILsweeper™ for SMTP and MIMEsweeper™ for Web products to protect the network from content security threats. MAILsweeper and MIMEsweeper for Web are members of the Clearswift MIMEsweeper family of products.

MAILsweeper for SMTP analyses incoming and outgoing email at the Internet gateway, allowing organisations to implement management and security policies to block inappropriate emails (including spam), protect against virus infections, comply with legal requirements and increase user productivity.

MIMEsweeper for Web analyses HTTP and browser FTP traffic, including Web-based email such as Hotmail or Yahoo - allowing organisations to implement management and security policies to block inappropriate web traffic, comply with legal requirements and increase user productivity.

MAILsweeper is used to enforce the company's email policy with respect to external emails and is also used as the SMTP gateway for all systems.



MIMEsweeper for Web is used to enforce the company's Internet policy for all Internet users, whether site-based or remote. Symphony use a single email server with three postoffices. They use the Groupwise 6 email system. MAILsweeper for SMTP processes between 2,000 and 3,000 emails each day for the company. Symphony uses IMAGEmanager™ to block pornographic and otherwise inappropriate images.

IMAGEmanager is a MAILsweeper plug-in that uses unique algorithms to identify and block pornographic or otherwise inappropriate images embedded or attached within email messages.

Summary:

Number of Users: 700

Products Deployed:

- MAILsweeper for SMTP
- IMAGEmanager
- MIMEsweeper for Web

Reasons for choosing Clearswift:

- Ability to check emails in line with the corporate security policy
- Speed and stability
- Ability to protect the enterprise network

" With the MIMEsweeper family of products, we can be confident that the emails our employees receive fall in line with a security policy we have taken considerable time to put in place - to protect our network. "

Craig Monument

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Craig Monument, Technical Manager at Symphony explains: "We established an email usage policy to minimise the risk of content security threats to our network and business when we gave all employees access to email. We put Clearswift MIMEsweeper products in place to help us enforce the email policy by protecting external email protocols. MAILsweeper is particularly well suited to implementing e-policy and enables a great deal of flexibility."

Under the policy, Symphony advocates that email is used only for business purposes by the vast proportion of its 700 email users.

Spam, or junk email, email spoofing and hoax viruses are types of content considered inappropriate for email circulation. The policy was vetted by its company lawyers, has board level approval and was issued by the senior management team. All users who access the system agree to abide by the policy before access is granted, and the policy is regularly reviewed.

Symphony Group operates under 3 major brand names. The MIMEsweeper software allows the group to operate three different disclaimers and three different e-policies - all centrally managed and controlled.

With regard to Web access, the MIMEsweeper software facilitates different access policies for different levels/types of user. Symphony operates a five level Web access user structure:

- Browse only for business use
- Browse and download only for business use
- Browse business and non-business (for researchers and marketeers)
- Three employees using Web-based email (researchers)
- Access anywhere (for administration purposes)

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"The use of Clearswift MIMEsweeper products is critical because we are now relying much more heavily on the Internet to run our daily business. We need a solution that allows us to reduce email and Internet abuse and give us feedback on its use. It also has to be quick, reliable and stable. MIMEsweeper products are not only effective at implementing policy, but also provide detailed reporting. On the operational side we cannot afford lengthy periods of downtime. And, with the move towards e-commerce, all our servers are required 24x7. With the MIMEsweeper family of products, we can be confident that the emails our employees receive fall in line with a security policy we have taken considerable time to put in place - to protect our network. And our customers can remain assured that we check all our emails before they leave - taking out extra administration time and cost on their side," Monument concludes.

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