



Towergate Underwriting Group Limited Case Study

MIMESweeper injects security and stability into Towergate Partnership's email system

Introduction

Towergate Partnership is the largest and fastest growing independent insurance organization in the UK, controlling in excess of £1.25bn of Gross Written Premium. The company operates as both a retail insurance intermediary and a virtual insurer, working successfully in partnership with insurers, intermediaries and customers alike. It currently has over 3000 employees across 100 sites in the UK.

Based in Romford, Bob Cope is the Group IT Operations Manager at Towergate Partnership and has been with the company for over two years. He is also one of the group's technical architects. Cope leads a team of 23 and is responsible for managing all IT operations.

Challenges:

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

The importance of maintaining a reliable, threat-free email infrastructure for Towergate Partnership, email is vital to the day-to-day running of the business. Mission-critical web-based applications such as the e-trading and quotation systems rely on email and staff also use it for the majority of their communication. Employees send and receive between 7,000 and 10,000 emails per day. "Email is the lifeblood of this organization," explained Cope. "Without it...well we'd survive, but no-one would want to."

Towergate needed to protect its IT infrastructure from digital threats such as spam and viruses in order to maintain the smooth running of not just the email infrastructure but the organization as a whole. "When I came to Towergate over two years ago, it had minimal IT security. I worked previously as an IT consultant and had always recommended Clearswift's MIMESweeper for SMTP software because I considered it to be head and shoulders above the competition. So when I came to Towergate I immediately rolled out the software across the organization," Cope said.



Company: **Towergate Underwriting Group Limited**

Headquarters: **Romford, UK**

Industry: **Insurance**

Solution: **MIMESweeper for SMTP 5.2
MIMESweeper Email Appliance EN10**

No. of users: **220 (UK office only)**

Concerns: **Reduce levels of spam and prevent viruses, as well as reducing the IT management and administration time.**

" I worked previously as an IT consultant and had always recommended Clearswift's MIMESweeper for SMTP software because I considered it to be head and shoulders above the competition. So when I came to Towergate I immediately rolled out the software across the organization"

Bob Cope
IT Operations Manager



Towergate Underwriting Group Limited Case Study

Solution

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

"I was so impressed with the test rig that I made the purchase of two appliances immediately"

Bob Cope
IT Operations Manager

Flexible policy management supports Towergate's unique requirements

Prior to installing Clearswift's MIMESweeper for SMTP software, Cope had no way of managing employee email use. MIMESweeper offers the most granular policy management in the industry, with policy templates and wizards to make it easy to design, deploy and update.

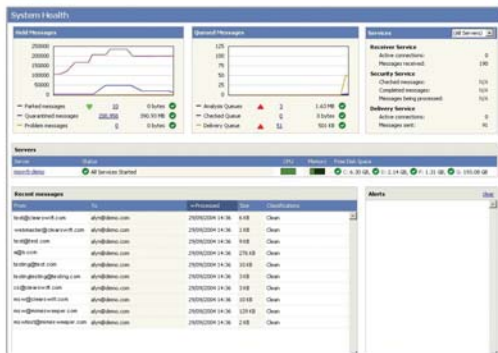
The software allowed Cope to set rules for the types of emails that employees could send and receive. Emails are blocked based on varying criteria such as file type, size and word analysis. This prevents security threats such as viruses from entering the company and confidential information from leaving - safeguarding the organization from the inside as well as the outside.

To complement this, Cope set about implementing "Email Use Best Practice" guidelines. The guidelines keep staff fully informed and educated about email threats and all employees are required to sign it to ensure they understand the risks of certain email behavior and the importance of IT security. The Best Practice initiative was rolled out in January and the document is reviewed on a quarterly basis to keep it updated.

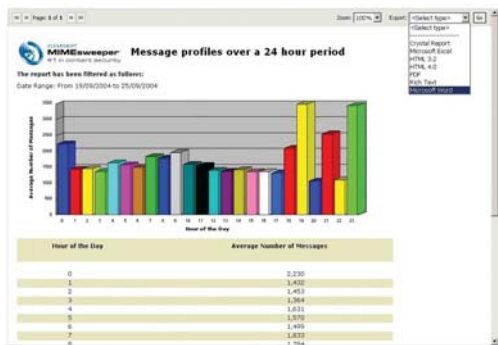
This is a view championed by Clearswift with its Three 'E' guidelines:

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

Towergate's guidelines make it clear to employees exactly what the company's rules are regarding email. For example, which file types they are allowed to send and receive, what the company's stance on profanities is etc. The guidelines make sure that staff know that the rules are in place for a reason – to prevent security threats such as viruses and ensure that sensitive corporate information is not leaving the organization. Cope was then able to use MIMESweeper's granular policy management to enforce these rules and guarantee that employees were adhering to the company guidelines.



MIMESweeper System Health reports



MIMESweeper's powerful report center



Towergate Underwriting Group Limited Case Study

Complete email security in one solution

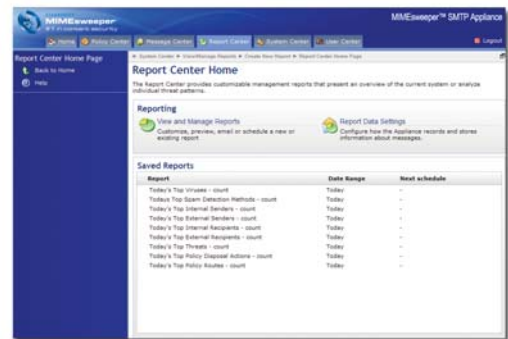
One of the advantages of Clearswift's MIMESweeper for SMTP software is the ability to have all email security protection in one solution. Having a single solution for anti-spam, anti-virus and content filtering reduces precious administration time. "I didn't want to go to different vendors for each security application and was particularly keen to have an integrated, supported virus solution so having everything in one product was a real advantage," said Cope.

The implementation of Clearswift's MIMESweeper for SMTP provided Cope with a safe and secure email infrastructure, which means Towergate Partnership has not fallen foul of a virus attack or email security breach.

Although he was pleased with the level of protection Towergate was receiving from the MIMESweeper for SMTP software, Cope had always kept abreast of developments in the IT security sector and was keen to also try the new MIMESweeper Appliance, something he had never had the opportunity to do as a consultant. "While I was impressed with the level of security the software had provided us with for the last two years, I'd done a lot of research into the appliance and had always wanted to try it out," he said. "I was particularly interested in its advanced reporting and policy management capabilities so I organized a three-month trial for Towergate. I was so impressed with the test rig that I made the purchase of two appliances immediately."

"The interface is a great feature of the appliance," explained Cope. "It's well thought-through and easy to use, which saves me time"

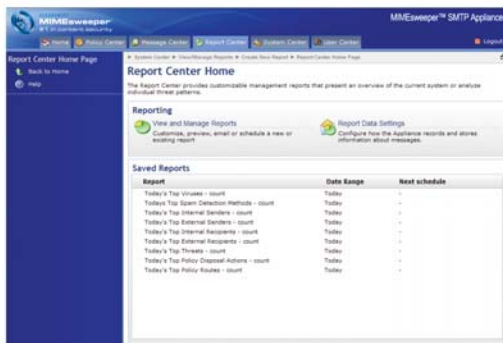
Bob Cope
IT Operations Manager



Award winning user interface

MIMESweeper SMTP Appliance EN10

- Deep content analysis of both incoming and outgoing emails
- Ground-breaking new anti-spam technology, SpamLogic™
- Personal Message Management that allows users to manage quarantines
- Easy to use management interface
- In-depth graphical reporting
- Best-of-breed anti-virus, anti-spyware and anti-phishing from Kaspersky



MIMESweeper SMTP Appliance report center

Easy-to-use interface and granular reporting Clearswift's MIMESweeper SMTP Appliance comes with an award-winning, simple to use, web-based user interface, which enables Cope to remotely manage, update, monitor and report quickly and easily. "The interface is a great feature of the appliance," explained Cope. "It's well thought-through and easy to use, which saves me time."

The management interface provides access to a detailed breakdown of system information – the report center allows administrators to view graphical reports and analyze their own environments.



Towergate Underwriting Group Limited Case Study

The Results

A stable and reliable system

“The primary benefit of having the MIMESweeper SMTP Appliance has been that it helps present a reliable and stable platform for the auditing of email,” Cope said. “In the industry we’re in, we are regularly audited and we need a system that won’t stumble or crash while the audit is taking place. With Clearswift we don’t have to worry about it.”

Peace of mind and increased productivity

“We have complete peace of mind from having the appliance installed,” Cope said. “The comfort factor is worth its weight in gold, which is why I’d definitely say that the appliance is value for money. The ease of management, updating and reporting has freed up a lot of time, leading to an increase in productivity.”

The Future

Cope will be sticking with Clearswift for the foreseeable future and is in the process of setting up his two appliances so that they run together in high availability.

Cope has also recently purchased MIMESweeper for Web, which will be running on the server to monitor web content. MIMESweeper for Web applies the same award-winning bi-directional content filtering to web traffic. It stops the spread of viruses and inappropriate content and also stops leakage of confidential information via webmail accounts, blogs and web postings. The solution is also granular so different policies can be set for any user or class of users to reflect business needs.

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 17,000 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.

Contact Clearswift

United States

100 Marine Parkway, Suite 550
Redwood City, CA 94065
Tel: +1 800 982 6109 | Fax: +1 888-888-6884

United Kingdom

1310 Waterside, Arlington Business Park, Theale,
Reading, Berkshire, RG7 4SA
Tel: +44 (0) 11 8903 8903 | Fax: +44 (0) 11 8903 9000

Germany

Amsinckstrasse 67, 20097 Hamburg
Tel: +49 40 23 999 0 | Fax: +49 40 23 999 100

Spain

Cerro de los Gamos 1, Edif. 1
28224 Pozuelo de Alarcón, Madrid
Tel: +34 91 7901219 / +34 91 7901220 | Fax: +34 91 7901112

Australia

Ground Floor, 165 Walker Street, North Sydney,
New South Wales, 2060
Tel: +61 2 9424 1200 | Fax: +61 2 9424 1201

Japan

Hanai Bldg. 7F, 1-2-9, Shiba Kouen Minato-ku
Tokyo 105-0011
Tel: +81 (3) 5777 2248 | Fax: +81 (3) 5777 2249

Appliance

MIMESweeper™ Email Appliance
MIMESweeper™ Web Appliance

Software

MIMESweeper™ for SMTP
MIMESweeper™ for Web
MIMESweeper™ for Exchange
MIMESweeper™ for Domino
Bastion™
DeepSecure™

Managed Service

MIMESweeper™ Email Managed Service