



Five Star Airport Alliance Case Study

Five Star Airport Alliance's e-mail security takes off with Clearswift

Overview

Five Star Airport Alliance (FSAA) is the largest privately owned terminal services provider and manufacturer of baggage-handling systems in the United States and employs almost 1000 people in total.

Orin Owen is the Director of IT at FSAA and oversees the IT needs of all employees. He heads up a team of ten people and with their supports over 35 different office locations within the US.

Challenges

"When I arrived at BAE, a company that later merged with FSAA, it had no security system in place – we were wide open to every kind of virus or spam that might have been thrown at us," explains Orin. "BAE suffered a bad experience in May 2000 - we got hit by the infamous Love Bug virus. Despite sending out an e-mail warning employees not to open attachments, unfortunately someone did – it took hours to fix the chaos the Love Bug caused. After that, implementing a reliable security product was a key priority."

Numerous security solutions were considered but Clearswift's MIMESweeper for SMTP product was chosen because of its ability to protect against spam, viruses and zero-day threats, and because it sits at the front end of the e-mail system. Orin continued using MIMESweeper for the next three years and when BAE was acquired by FSAA, he took Clearswift's MIMESweeper for SMTP with him.

"At FSAA e-mail is critical to our business – it is our primary mode of communication," says Orin. "We need it to be up and running 24 hours a day, especially since a lot of our communication is highly time sensitive."

"E-mails are legally binding documents for us because we use them to confirm contracts, make arrangements with suppliers and so on. Around 5,000 e-mails a day go through our system and I need to know that harmful ones are being stopped while vital ones are coming in."

It is also extremely important to ensure that no company confidential information leaves FSAA without approval, a system was needed to monitor both inbound and outbound communication in an effective way, and MIMESweeper for SMTP comfortably meets this requirement.



Company: **Five Star Airport Alliance (FSAA)**

Headquarters: **Tavares, Florida**

Industry : **Manufacturing & Services**

Solution: **MIMESweeper for SMTP 5.2**

No. of users: **650+**

Concerns: **Virus protect and corporate governance**

"Spam has become an increasing issue at FSAA. Due to the volume of e-mail traffic we receive daily, letting spam enter the system would be a disaster because it would clog up inboxes and slow down business critical e-mails. Clearswift's MIMESweeper SpamLogic is easy to tweak to our exact requirements, ensuring that we get a good capture rate with minimal false positives"

Orin Owen

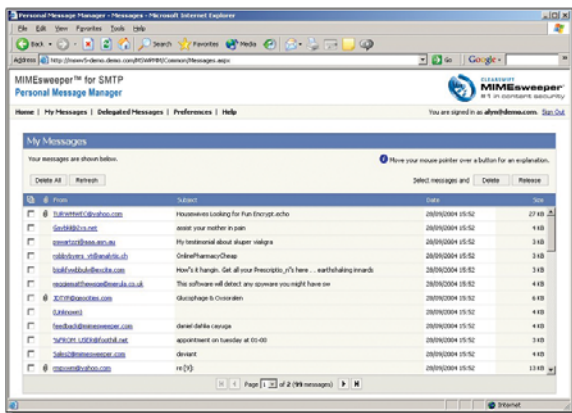


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Solution

MIMesweeper for SMTP 5.2

- Ground-breaking new anti-spam technology, SpamLogic™
- Stops all digital threats at the e-mail 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 Centre
- Auditing function that allows the manipulation of data to enable trend tracking and organisation of e-mail traffic flow



Personal Message Manager. Managing your spam and quarantine lists has never been so easy.

Combating the spam issue

“Spam has become an increasing issue at FSAA. Due to the volume of e-mail traffic we receive daily, letting spam enter the system would be a disaster because it would clog up inboxes and slow down business critical e-mails. Clearswift’s MIMesweeper SpamLogic is easy to tweak to our exact requirements, ensuring that we get a good capture rate with minimal false positives,” says Orin.

MIMesweeper enables false positives to be significantly reduced, particularly when used with Personal Message Manager (PMM), a function that allows users to manage their own quarantine space – including personal white-lists.

“We installed PMM two years ago and it has saved both my IT staff and the end users a lot of time,” says Orin. “It means the employees can release their own messages but anything that could be harmful is still blocked. After attending a Clearswift engineering class my primary administrator tweaked the PMM, which means we have been able to modify the software to perfectly suit our specifications.”



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Corporate governance and policy management

Digital threats are constantly evolving, which alongside regulatory pressures is putting a constant strain on companies to ensure content governance is placed high on the corporate agenda.

“At FSAA we have a best practice e-mail policy, which we add to as new threats or worries occur. For instance, we have just added a section on the size of attachments employees can send,” says Orin.

“One of the attractions of MIMESweeper is the ease with which we can implement policies to suit us. In our business a lot of confidential information has to be sent out and obviously we need to know that those doing this have been authorised. With MIMESweeper for SMTP 5.2 it is possible to specify which users can send certain attachments,” explains Orin.

“Another positive aspect of MIMESweeper is its easy-to-use reporting function to view and understand our status regarding spam, viruses and e-mail traffic,” says Orin. “If any issues arise in terms of inappropriate use of e-mail we can prevent reoccurrence of such concerns by setting up relevant policies on MIMESweeper. This makes it easy to monitor any use of profanities and so on, and means we can be sure no untoward content is sent or received.”

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Orin Owen

Virus protection

“While we have never had a virus penetrate the system since using the MIMESweeper 5.2 software, that has not made us any less vigilant. We need to protect ourselves against any future threats, such as another Love Bug, and MIMESweeper’s multi-layered anti-virus protection does just that,” explains Orin.

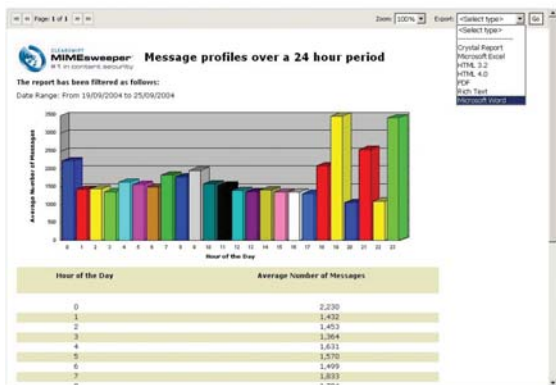
When using MIMESweeper, a company’s anti-virus tools can stop viruses embedded in compressed attachments and the zero-day protection provided by the software means that companies can be defended against viruses before updated AV signatures have been issued, providing greater peace of mind.

Ease of management and reporting

“An important feature of the MIMESweeper software is the reporting function which is easy to use and means we can analyse both data flow and worker productivity,” says Orin. “We can pull up a comprehensive report quickly and it is easy to centre in on a particular area of the system, or indeed on a specific user. For instance, we can gauge the frequency of e-mails between a member of staff and an external e-mail address over any specific period.”

“The report centre is simple to use and the web-based interface is very effective, meaning that keeping track of the e-mail system is easy to do and both myself and my IT team find that we are always up to speed with the company’s e-mail flow,” says Orin.

MIMESweeper for SMTP’s report centre contains over 20 pre-defined reports and a powerful wizard to create new ones.



MIMESweeper’s powerful report center



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Technical support

“On the rare occasions we have needed to contact technical support our queries have been dealt with quickly and the Clearswift team have been helpful,” says Orin. “Another useful support element has been the training that Clearswift provide on the software – this has enabled us to tweak MIMESweeper to further meet our specifications. The follow-up training, such as that on PMM, has meant the product can adapt to our needs as required.”

“MIMESweeper is like a sentry standing guard at our front door giving the company that extra level of security and peace of mind. We do not have to be reliant on a desktop anti-virus program and can be sure any threats to our e-mail security are kept out of the system.”

Orin Owen

The Future

“At FSAA we need to ensure we are always protected against viruses, we minimise spam, confidential information is kept that way and we do not have any down-time on e-mail. These primary objectives remain key for the foreseeable future and we know we can rely on MIMESweeper to meet these needs,” says Orin.

“We are currently running the latest version of MIMESweeper and are happy with the performance we receive. However, when the next upgrade comes out we will certainly consider it if our needs have changed at that stage,” says Orin. “MIMESweeper is like a sentry standing guard at our front door giving the company that extra level of security and peace of mind. We do not have to be reliant on a desktop anti-virus program and can be sure any threats to our e-mail security are kept out of the system.”

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.

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Appliance

MIMESweeper™ Email Appliance
MIMESweeper™ Web Appliance
MIMESweeper™ IM Appliance

Software

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

Managed Service

MIMESweeper™ Email Managed Service