



Comgas

Sao Paulo gas company, Comgas, keeps email lines open with MIMESweeper™

Introduction

Sao Paulo, Brazil-based Comgas was founded in 1872 when British-owned San Paulo Gas Company received authorization from the Brazilian empire to operate in Sao Paulo, Brazil. In 1959, the company was acquired by the Sao Paulo state government. The company was privatized in 1999 when a consortium formed by British Gas and Shell Company acquired the company and the gas distribution rights for \$2 billion.

Today, Comgas has more than 3,800 km (2,356 miles) in gas distribution pipelines, serving more than 49 cities across Brazil and 457,000 customers across Sao Paulo. The company also employs more than 800 people and also manages more than 1,750 outsourced positions.

Spam and email abuse clog lines

Comgas employs hundreds of people and invests millions of dollars to ensure that its natural gas pipelines are always online, delivering gas without obstruction to its hundreds of thousands of customers throughout Sao Paulo. Unfortunately, within its own organization, the company faced serious threats relating to how their employees misused their email, the circulation of inappropriate materials, viruses and the increasing amounts of spam, which threatened to clog its network pipeline with inappropriate content and unwanted emails.

Challenges:

- **Spam:** Large amounts of spam and AV file exchanges threatened to overwhelm email server capacities;
- **Employee misuse of email:** Employees used email to circulate copyrighted files and inappropriate materials; and
- **Security:** Unmonitored inbound and outbound email traffic opened Comgas' network to a number of virus and worms.

The Comgas network environment consists of 100MBps fiber link backbone that connects the company's headquarters at Vila Olympia (Sao Paulo) with its operational facility in Mooça (Sao Paulo) while 256MBps backbones are used to connect Campinas and Sao Jose to the other sites. The server farm consists of 22 servers and the email server is a Microsoft Exchange Server with 800 mailboxes. Armed with only Trend AV on the Exchange Server to fight off harmful emails, Comgas' IT security officers determined that the company needed to acquire a product that could better protect the organization's network from employee email abuse, data loss, inappropriate material and spam.



Company: **Comgas**

Headquarters: **Sao Paulo, Brazil**

Industry : **Utilities**

Solution: **MIMESweeper for SMTP 5.2**

No. of users: **800**

Concerns:

- Inappropriate use of email
- Virus circulation
- Increase in spam

"We selected MIMESweeper because of its policy-based content security, advanced threat and remote management and its ability to integrate with virtually any third-party anti-virus tool," added Penchiari "Clearswift's local certified partner, Synergy Technologia, helped us to identify the existing problems posed by Comgas employee email use and inbound emails. Synergy implemented MIMESweeper to help improve security, increase employee productivity, and reduce our legal liability by preventing offensive and inappropriate content, copyrighted material and corporate confidential information from being distributed through our email system"

Claudely Penchiari



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Solution

The organization required a solution that could analyze and block emails containing inappropriate or copyrighted materials and media types, including audio and video, while filtering potentially harmful emails that could expose the enterprise network to viruses, and the company to copyright violations. In 2000, Comgas conducted a benchmark study with several other tools. As a result of the solution's flexibility, power and painless implementation, Comgas selected and implemented, Clearswift's MIMESweeper.

MIMESweeper addresses Comgas' challenges

MIMESweeper is a versatile content security solution that meets the needs of both medium and large businesses in industries as diverse as finance, banking, government, manufacturing, retail and high-tech. For utility companies, MIMESweeper ensures that the organizations email communications channels are always available to respond to customer needs, while maintaining the privacy of customer information.

MIMESweeper analyzes HTTP and browser FTP traffic, including web-based email such as Hotmail or Yahoo – allowing organizations to implement management and security policies to block inappropriate web traffic, comply with legal requirements and increase user productivity. In addition, MIMESweeper analyzes incoming and outgoing email at the Internet gateway, allowing organizations 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 is used to enforce Comgas' email policy with respect to external emails and is also used as the SMTP gateway for all systems.

MIMESweeper also provides Comgas with comprehensive policy support and a powerful content analysis engine that allows the company to filter emails according to a number of pre-defined and unique attributes, including file size, type, attachment and sender.

"Before MIMESweeper there was a published corporate policy on email use, but there was not a method to enforce that policy," said Claudely Penchiari, IT Manager at Comgas. "With MIMESweeper, we were able to better educate our employees and third parties about our policies and can enforce them much more effectively.

Today, all of our employees are educated and have no complaints with the MIMESweeper technology."

Each email and attachment that passes through Comgas' internal network is scanned and compared against the company's policies to ensure that all information is appropriate and safe. If a questionable email is identified, MIMESweeper's Roles and Responsibilities feature sends the mail to the appropriate administrator or compliance officer for secure Pre-Review. Comgas' IT staff can configure and manage all filtering and functions from Clearswift's central console, while Clearswift provides automatic updates and patches through its industry-recognized ThreatLab service. Clearswift's PMM also allows Comgas employees to manage their own spam and questionable emails while still enforcing the corporate policy and rules.

In 2004, Comgas implemented a second MIMESweeper server to validate policies on the main server and identify security holes. The second server analyzed email traffic before and after the first MIMESweeper server and led to a number of internal policy adjustments and enhanced security measures, including the following:

- **Blocking PDA software that was being distributed via email**
- **Blocking cell phone ring tones that were being exchanged among employees and external parties;**
- **Adopting Clearswift's Personal Message Manager (PMM), which allows end users to manage their own blocked/withheld messages.**

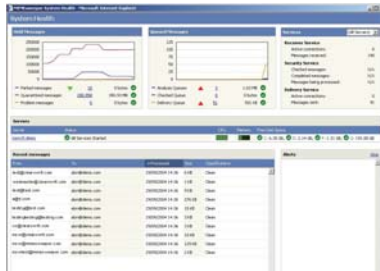
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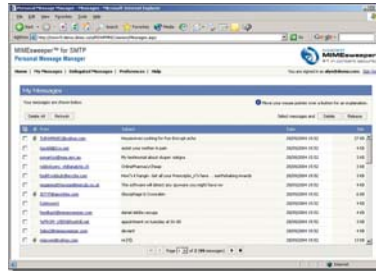


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Loss of productivity

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 pre-defined and comprehensive reports, viewable by secure connection from any standard web browser.

Results

MIMESweeper provides Comgas with the most comprehensive anti-spam capabilities available today. It combines three state-of-the-art technologies to create an unrivalled 'knowledge engine', and uniquely allows Comgas to build an anti-spam profile. Any incoming emails that match the latest spam profiles immediately trigger the anti-spam policy, effectively blocking unsolicited email on sight.

MIMESweeper also helps Comgas controls and prevents employee email abuse to ensure that systems resources are not eaten up by frivolous or unwanted messages. MIMESweeper features a comprehensive set of reporting tools that enables administrators to monitor daily usage, identify abuses, trends and map future requirements. Comgas also has a system in place to help prevent exposure to objectionable or illegal content, including pornographic or racist materials, as well as the ability to prevent loss of confidential information and intellectual property. MIMESweeper also stopped the daily circulation of copyrighted audio and video materials via email, which in the past, placed Comgas in a vulnerable legal position.

Finally, MIMESweeper intercepts and decomposes data flowing through the gateway, before passing it to Comgas' anti-virus tools for virus checking and cleaning, providing ultimate protection against known viruses. MIMESweeper provides Comgas an extra layer of anti-virus protection that often stops viruses, worms and Trojan horses that are unknown to anti-virus vendors.

MIMESweeper addressed all of Comgas' email content security threats, from spam and viruses to employee time-wasting, circulation of pornography, legal liability and IT resource misuse. MIMESweeper helped Comgas enforce email use policies, completely eliminate virus and worm dissemination, and decrease email storage needs as a result of the more efficient and appropriate use of email by Comgas' employees and contractors.



Product: MIMESweeper for SMTP 5.2
Plug-ins: None
Partner: Synergy Technologica



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™