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>
> **David Murphy,**
> **IT director,**
> **MacRoberts**

Results at a Glance
- Postini has reduced the IT overhead by half a man day every day
- Postini enables users to manage their own email—whether in the office or working remotely on a Blackberry
- Authorized users can manage multiple mailboxes. PAs and paralegals manage partners' email, maximizing fee-earner productivity

Blocking Spam—Preventing Denial of Service Attacks—Empowering Users

The Problem
Email delivery failures undermine corporate productivity

MacRoberts is a leading Scottish law firm, employing 250 people across its offices in Edinburgh and Glasgow. The firm, which has 150 fee earners, specializes in all aspects of commercial and corporate law including banking and finance, construction law, corporate law and corporate tax, employment law, pension law, technical media and communication law, private client, and commercial dispute resolution.

Like most legal firms, MacRoberts is highly reliant upon the speed and quality of its email delivery service. As David Murphy, IT director at MacRoberts explains, "Everyone in the company, from partners to paralegals, is communicating with clients all the time. 99% of the time clients expect a quick turnaround in reply. Email has become the standard client communication tool; indeed it is one of the most critical systems in the business."

With client expectations high, MacRoberts cannot afford either delay in email delivery or, worse, email failure. During 2006, however, the company experienced a Denial of Service (DoS) attack that brought the entire email system to a grinding halt for two days.

Says Murphy, "MacRoberts' managed anti-spam provider MessageLabs was unable to do anything to reduce the impact of the attack. As a result, for two days the company had little to no genuine in-bound or out-bound email which created a significant business problem."

The only saving grace was that the attack took place on a Thursday, enabling the IT team to spend the entire weekend cleaning up the system and clearing out the email backlog. "Had the DoS attack occurred on a Monday, the business impact would have been very serious," he confirms.

This experience finally encouraged MacRoberts to assess alternative solutions. "The DoS attack was one in a long line of problems we had experienced," he confirms. "Even simple changes to MX records had caused a problem with MessageLabs that had resulted in days of disruption. It was clear that MacRoberts required a more robust, effective anti-spam, and email security solution."

The Solution
Postini eliminates IT overhead

Having used a combination of MessageLabs managed service and an in-house run Mailsweeper from Clearswift, MacRoberts was prepared to evaluate a range of both third party and internal options.

However, the pressure to get a new system in place was significant. Having decided not to renew its MessageLabs contract, MacRoberts faced very tight deadlines for choosing and implementing an alternative solution. Working with Postini partner Gradian Systems, MacRoberts undertook a two week trial of the Postini on-demand solution.

"Gradian worked extremely hard to enable MacRoberts to be up and running in a short period of time. The pilot project proved Postini's strong anti-spam and security credentials and the company decided to replace both MessageLabs and Clearswift Mailsweeper with one solution from Postini," Murphy says.

Key to the purchasing decision was Postini's ability to empower users to manage their own spam mail. Prior to installing Postini, the IT department spent at least half a man day every day simply checking spam for false positives.

"We were receiving thousands of spam messages every day that had to be manually checked to ensure no genuine emails were blocked," he says. In addition to using up valuable IT time, the delay in forwarding false positives caused simply by the volume of spam to check, created a significant business annoyance.

"Postini allows users to set their own white and black lists and go online to check spam, allowing them to take control over their own email. That is incredibly valuable," he confirms.

In addition, because the information is accessed via a web browser, MacRoberts' 60 Blackberry users can also control email from any location, which was a further plus point for Postini.

The Results
Spam blocked, users empowered

MacRoberts achieved immediate results from Postini, with email volumes dropping significantly. Postini's patented technology protects email systems from a wide range of attacks filtering out spam, viruses, Directory Harvest Attacks (DHAs), and phishing attempts—all in real-time. Murphy estimates upwards of 80% of all in bound email is now blocked or quarantined for closer examination, a significant increase on the previous system.

"Combining a far more robust anti-spam tool with user empowerment to manage their email has transformed the email management process," says Murphy. "Rather than wait for important client emails, users can go online at Postini and check to see if it has been blocked."

Furthermore, Postini not only allows email filters to be customized to individual levels enabling users to white list friends and colleagues and adjust settings as needed; it also enables authorized users to manage colleagues' mailboxes. He says, "Allowing secretaries and paralegals to manage white lists and monitor emails for partners is very valuable, ensuring fee earning time is maximized."

User empowerment has also completely removed the IT email management burden, freeing up half a man day every day for other business focused tasks. Additionally, Postini provides real-time reports on spam levels and DoS attacks, enabling the firm to identify any problems with in or out bound email streams.

"The return on investment was obvious," Murphy concludes. "Not only does the Postini on-demand service release IT resources but, critically, it delivers a far higher quality anti-spam and email security solution."

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**David Murphy,
IT director,
MacRoberts**

About Postini
Postini, a wholly owned subsidiary of Google, is a global leader in on-demand communications security and compliance solutions that protects companies from internet-borne threats and risks of unmanaged communications; archives and encrypts selected message; and ensures that the web is used appropriately within your business.

www.postini.com
For a complete listing of our office locations, please visit our website.

About Gradian Systems
Gradian Systems is the only European Reseller to combine best-of-breed technologies and support services to deliver world-class technology that allow all organizations to maximize the collaborative efficiencies of email and instant messaging.