



# Google Message Security helped Standard Chartered Bank increase employee productivity and reduced business costs

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## BUSINESS

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**Company:** Standard Chartered Bank

**Location:** London, England

**Industry:** Financial

**Users:** 70,000

**Challenges:** With thousands of employees spread across the world, Standard Chartered Bank believe that email is the life blood of their business. They needed a quick, efficient and cost-effective way to remedy their spam issues.

**Results:** Standard Chartered Bank have seen a significant increase in employee productivity and happiness since implementing Google Message Security.

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**“Overall we are delighted with the system. It offers us the flexibility to continue to grow our business without significant increases in costs as we add individual users.”**

**John Meakin**

Group Head of Information Security,  
Standard Chartered Bank

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### Overview

Standard Chartered Bank operates in more than 70 different countries, with over 70,000 employees. Headquartered in London, it has three main areas of business – Personal Banking, Corporate and Institutional Banking and Treasury.

### Challenge

To protect itself against spam and viruses, Standard Chartered Bank had implemented anti-spam software. However, the system was not keeping up with the tens of thousands of spam emails sent to the company, with some employees receiving up to 300 spam messages daily. The growing number of employees at the bank meant that the cost of ensuring security at each user end point was growing.

Staff were also lacking the control needed to release the ‘false positives’, (genuine messages they did not regard as spam), and there was concern that important emails could be lost.

John Meakin, Group Head of Information Security for the Bank, comments, “With employees spread across the globe, email is the life blood of our business. Ensuring it is helping rather than hindering our productivity is essential. We therefore needed a quick, efficient and cost-effective way to remedy our spam issues.”

### Solution

John recognised that devising a more secure and effective in-house system to block spam, viruses, and other external threats would be a time-consuming process. It would be more secure and cost effective to take advantage of a hosted model, whereby emails are screened before they reach the business’ internal network.

After carrying out a market survey of vendors, Standard Chartered Bank selected Google Message Security to provide complete email security.

“Google’s expertise meant that we were able to roll out an effective security programme within a matter of weeks, rather than months,” says John.

### Product

Google Message Security™ including inbound spam and virus filtering, outbound email virus and content filtering and content policy management from £6 per user per year.

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### Benefits

The decision to outsource its email security to Google has left John and his team free to focus on other aspects of IT security where they can add value to the business. It has also helped improve the productivity of staff, as employees are no longer spending time deleting reams of unsolicited or malicious emails. What’s

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## ABOUT GOOGLE APPS SECURITY AND COMPLIANCE

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Google Apps security and compliance products, powered by Postini, are available to businesses and organisations who want to make their existing email infrastructures more secure, compliant, and productive. The message security products protect you from spam and messaging threats. The compliance products enable you to enforce message policy and content management, archive messages with discovery services, as well as secure your web browsing and encrypt your sensitive email. As a service, there is nothing to install or maintain, so you can start small and implement additional services as your requirements grow.

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For more information, visit  
[www.google.com/a/security](http://www.google.com/a/security)

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more, removing the substantial volume of spam from the system also meant that the bandwidth available to the company increased, speeding up Internet access.

John explains, "Whilst it does not take long to delete a few irrelevant emails, the cumulative time spent by thousands of employees completing this action every day was a drain on resources. By eliminating this task, Google Message Security has greatly increased our productivity."

The system also offers staff increased control in deciding which emails they allow through their filter using the quarantine summary that they receive from Google on a daily basis. This viewing system also prevents important emails from being lost.

The system has been particularly well-received by some countries in which the bank operates, where employees found the spam highly offensive. For instance, a female employee based in India sent a thank you "on behalf of all the women in the Indian office" for tackling this issue.

John comments, "Overall we are delighted with the system. It offers us the flexibility to continue to grow our business without significant increases in costs as we add individual users."

### The Future

Due to the success of the deployment, Standard Chartered Bank is keen to investigate further hosted services from Google for its business, including the use of email archiving and search technology. John concludes, "We are happy with the current service and support from Google and are keen to make greater use of the company's expertise in search and data protection."

