

# CUSTOMER SUCCESS STORY

MessageLabs

SYMANTEC HOSTED SERVICES

## Bilfinger Berger Services Australia

Top tier mining companies, major corporations and government agencies rely on the support of Bilfinger Berger Services Australia, a specialist engineering, construction and asset management contractor with a history reaching back more than 60 years in Australia. Bilfinger Berger Services creates, operates and maintains vital public and commercial infrastructure for the energy, utilities, resources, industrial, transport and social infrastructure sectors.

Its Service Delivery team provides essential service desk, desktop support and IT infrastructure across the Australian business units and for joint venture partners – servicing about 1,000 employees dispersed over 58 offices nationwide.

### ONE IN A THOUSAND

With 38,000 external emails a week, of which on average 6,500 are spam and 34 carry viruses, the security risks from email-borne malware and unauthorised, inappropriate or harmful content are considerable.

“The risks were evident,” recalls Greg Edwards, Bilfinger Berger Services’ Service Delivery Manager. “With our previous messaging security – an in-house software system – we regularly had to cope with multiple machine rebuilds resulting from infections brought in by email. Around one in a thousand emails carried a hidden payload which represented a significant vulnerability.”

A growing awareness of the range of risks associated with a serious virus outbreak or misuse of email – from legal liabilities to brand damage and loss of reputation – contributed to the decision to change the message security regime. It was the immense cost of a major outbreak, however, that really grabbed the attention of the corporation’s senior management.

“We were certainly cognisant of the higher order risks,” said Greg Edwards, “however the potential cost of an enterprise-wide clean up was the most compelling driver to change to a hosted service. Because my team services a decentralised environment, with nearly 60 offices across Australia, the costs of a major outbreak are significant.”

### DIVIDE AND CONQUER: DEFENCE IN DEPTH

A security review revealed a potential vulnerability in that Bilfinger Berger Services was employing the same anti-virus software to protect both the SMTP gateway and at desktop level. “We saw the need to significantly enhance our level of protection by diversifying our defences. We retained the anti-virus software at desktop level but saw that if we moved to an alternative provider at the gateway we’d effectively get two shots at the enemy.”

Bilfinger Berger Services prepared a business case comparing three different gateway solutions: the new version of its existing anti-virus software, another leading software solution and a Software-as-a-Service solution, MessageLabs from Symantec Hosted Services. Each was evaluated according to three criteria: cost-effectiveness, in-house resource requirements for deployment and management and solution credibility.

“The reputation of MessageLabs products in our sector meant that it met the credibility criteria very easily,” said Greg Edwards. “We also discovered that it was the least resource-intensive to set up, manage and maintain and requires no additional hardware. As we run a lean IT team, that was very compelling. Once we compared the overall costs and benefits associated with each option, Symantec Hosted Services was the clear leader.”

Bilfinger Berger Services deployed MessageLabs Hosted Email AntiSpam, AntiVirus and Content Control. “The set up went very smoothly,” said Greg Edwards. “In only

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Service Delivery  
Manager  
Bilfinger Berger  
Services

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two weeks, the hosted solution was running across our entire environment. The MessageLabs team’s projections were accurate and their support was fantastic. When they said something was going to happen, it always did.”

The flexibility of the MessageLabs suite from Symantec Hosted Services allowed Bilfinger Berger Services to select the services it needed immediately, and offers the option to deploy other security solutions such as web security, URL filtering and email archiving at a later stage, in accordance with its security strategy and business requirements.

## NO BABYSITTING REQUIRED

“Since implementing MessageLabs, we’ve had no reported email-borne infections and only two false positives instead of hundreds. Our acceptable email use policies are automatically enforced with no reduction in email performance and speed, and I am yet to see a single spam email get through. Best of all is the reduction in management costs – my team has not had to touch the solution since it was set up.”

“A major problem with our previous in-house software was the amount of resources we needed to pour into babysitting it,” said Greg Edwards. “My team spent half a day a week sorting and releasing genuine emails that had been incorrectly captured and delayed.”

“The MessageLabs solution has saved the IT team one and a half days a week, previously spent administering the in-house solution and rebuilding infected machines. My team is able to focus on strategic rather than reactive, repetitive tasks – and of course without infections causing downtime and with all inappropriate content controlled, end user productivity is vastly improved.”

## SOLUTION AT A GLANCE

### Business drivers

- High proportion of incoming email was spam
- Malicious code attack resulting in network downtime
- Need to prevent inappropriate use of email and enforce usage policy
- Centralised IT team servicing decentralised users

### Technology challenges

- Emerging and unknown viruses getting past in-house software
- In-house software incorrectly delaying genuine business emails

### Solution

- MessageLabs Hosted Email AntiSpam, AntiVirus and Content Control

### Size of organisation

- 50 offices with 1,000 email users

### Business value and technical benefits

- Elimination of spam nuisance
- Email guaranteed virus-free
- Safe and compliant email usage
- Network protected from downtime
- No in-house labour or hardware costs
- Freed up IT resources, saving one and a half days a week
- Improved productivity for end-users
- Seamless implementation, ‘set and forget’ service



Confidence in a connected world.