



Brisbane Grammar School

At Brisbane Grammar, doing one's best is expected. Every aspect of the school is geared to providing an environment where each student can fulfil his potential. Along with innovative teaching and professional development of staff, leading edge technology is essential to the pursuit of academic excellence.

Information technology is transforming the education sector's opportunities for flexible learning – yet the internet, email and Instant Messaging carry evolving risks that can disrupt operations and threaten the foundation of trust upon which schools are based.

With excellence and accuracy critical to its core business, it is vital that Brisbane Grammar is reliably protected from viruses and other online threats, achieves messaging security and maintains uptime as cost-effectively as possible, protects staff and students from inappropriate emails and websites and online bullying and complies with all relevant regulations.

“MessageLabs detailed service level agreements guaranteeing extremely high levels of protection, combined with their very helpful and high quality service delivery, gave us the certainty we needed.”

Jeremy Connell
ICT and information systems manager
Brisbane Grammar School

Slowed by spam: when software is not enough

After an unsatisfactory experience with messaging security software, Brisbane Grammar outsourced email and web security to MessageLabs. The education sector is constantly targeted by spammers and as the market-leading managed service, MessageLabs helps hundreds of educational organisations and thousands of companies worldwide, eliminating new threats faster than any other service provider.

“We were receiving 30,000 spam emails every day before we changed to MessageLabs,” said Jeremy Connell, ICT and information systems manager at Brisbane Grammar. “While the software we were using filtered much of it at the server it was wasting valuable bandwidth and slowing everything down. In contrast, MessageLabs has removed well over 95 per cent of all spam off site, before it even reaches our network. It has delivered immediate savings by slashing the volume of data downloaded, reducing the load on our bandwidth and other inhouse resources. As a result, our network performance has improved.”

Brisbane Grammar's messaging security software had a high false positive rate and a residual spam rate which introduced administrative costs and placed sensitive customer communications – such as emails from parents, interview requests and fundraising matters – at risk.

Scalability, reliability, redundancy: it adds up to security

Scalability was a critical criterion for Brisbane Grammar in choosing a security solution. “Every year we have 250 senior students leave, and with the software solution their old deleted email addresses were still receiving junk mail.

"Messagelabs has killed over 95 per cent of all spam and delivered immediate savings."

MessageLabs ensures that we only receive legitimate, clean emails sent to current users," said Jeremy Connell.

The education sector is a major target for increasingly sophisticated viruses and other malware attacks that can bring down networks, and Brisbane Grammar found that its software solution provided inadequate protection. "Before we changed to MessageLabs, thousands of viruses were filtered on site, but now these do not even reach our firewall," said Jeremy Connell. "We now have multi-layered protection at the internet-level that goes far beyond stripping out suspect attachments, and our connectivity is secure."

One stop security shop – at low total cost of ownership

As a one-stop shop delivering cost-effective fully managed services, MessageLabs saves Brisbane Grammar more than the costs of remedial action after an attack. A predictable cost structure without the expense of hardware, software and maintenance creates real efficiencies. With no maintenance or management hassles and expenses, and a simple set-up and configuration, MessageLabs mitigates the costs associated with the risks of electronic communications.

"Changing to MessageLabs meant one less server licence to hold," said Jeremy Connell. "Even better, MessageLabs' detailed and comprehensive service level agreements guaranteeing extremely high levels of protection, combined with their very helpful and high quality service delivery, gave us the certainty we needed."

Solution at a Glance

Business Drivers

- Spam and attempted spam, clogging our bandwidth and cutting productivity
- Diversion of IT resources from core tasks in having to inspect and release false positives
- Reliance on email for secure, sensitive and business-critical communication

Technology Challenges

- High spam volume slowed system and wasted bandwidth
- Previous anti-spam service had a high false positive rate

Solution

- MessageLabs Email Anti-Spam and Anti-Virus Services

Size of Organisation

- 1400 students
- 160 employees
- 1500 email users

Business Value and Technical Benefits

- Guaranteed result of clean email inboxes
- Eliminates spam burden on bandwidth
- Improved productivity for end-users and in IT
- Secure and reliable communications
- False positive rate of only 0.0003%
- Seamless implementation, 'set and forget' service
- No maintenance or settings changes
- No new hardware or software required, complements existing infrastructure

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