

CUSTOMER SUCCESS STORY

MessageLabs



Heep Hong Society, Hong Kong

HEEP HONG SOCIETY STAMPS OUT SPAM

One of Hong Kong's most visionary users of IT in the non-government agency sector has eliminated the growing problem of malicious spam without impacting its IT budget. After a two week trial period, the Heep Hong Society implemented MessageLabs from Symantec Hosted Services. The Software as a Service (SaaS) solution has dropped Heep Hong's daily spam count from over 60 per cent to virtually zero.

ABOUT THE HEEP KONG SOCIETY

Established in 1963, Heep Hong offers early intervention and education for children with special needs – primarily developmental delays, autistic disorders, physical handicaps and behavioral problems. The Society has 30 operational service units throughout Hong Kong, providing education and training to more than 6,000 families every year.

“As MessageLabs stops spam and virus attacks before they ever reach our servers, there was no need to waste valuable time on extra training for our IT staff. All in all it is the perfect solution.”

Peter Au-Yeung
Wai Hong
Assistant Director

COMMUNICATION IS A MISSION CRITICAL RESOURCE

Of the 700 staff, 450 use computers in their daily work and 170 are active email users. Five IT staff based at Heep Hong's headquarters at Tai Hung Tung Estate provide support to the whole organisation. Email is the primary channel for interbranch communications and managing the Society's human resources operations.

With over half of the 2,000 emails received each day being spam, Heep Hong staff found they spent more time deleting spam than responding to business emails. The huge volume of incoming spam also affected the performance of the email server, causing massive congestion, which often took days to repair and resulted in further losses in productivity.

The society's existing anti-spam solution also had a tendency to produce “false positive” readings that incorrectly identified useful email as spam. This meant that the IT department often wasted resources in sifting and restoring the business relevant emails.

“We simply didn't have enough IT resource to fight these spam attacks,” said Heep Hong Society's Assistant Director, Peter Au-Yeung Wai Hong. “The influx of spam choked our servers and lowered the system performance. As the email system is critical to our everyday communication procedures, this had a disastrous impact on our business productivity.”

RESOURCE SAVING SOLUTIONS

“We do not receive complaints from our staff any more regarding continuous spam or the frequent email system crashes.”

The society began to look for a new solution towards the end of 2008. The main objective was to find a way to resolve the spam overload and ward off virus attacks. This would help free up IT and staff resources. The new solution also had to ensure longevity and offer a good return on investment.

As an NGO, budget was a major consideration – almost as important as meeting performance requirements. After careful consideration of all the vendors and various solutions on offer, Heep Hong opted for MessageLabs Hosted Email AntiVirus and AntiSpam Hosted Services.

The MessageLabs solution was chosen for its sound reputation in the marketplace. Heep Hong had received positive feedback on MessageLabs from other large corporations, reporting 100 per cent satisfaction since adopting the solution.

In addition, Heep Hong found the solutions easy to use and the standard monthly fee made it easier to manage the IT budget.

Heep Hong deployed MessageLabs, Symantec Hosted Services for a one week trial which saw spam and virus levels plummet to virtually zero. In addition, the 100 per cent service level guarantee means that every genuine message that MessageLabs handles is delivered, so there are no false problems with false positives.

Coupled true zero-day virus detection, the Heep Hong Society now has an email system that is on a par with many Fortune 500 companies.

Symantec Hosted Services, is committed to making sure it stays that way, all day every day. With 14 secure data centres worldwide there is no single point of failure in the MessageLabs system. A network of resilient international links virtually eliminates the potential for network failure.

The MessageLabs security and protection systems require no human intervention. All MessageLabs systems are ISO 27001 compliant – currently the highest possible level of security certification. With MessageLabs there is absolutely zero chance of anyone ever seeing anyone’s messages, guaranteeing complete confidentiality.

SPAM FREE COMMUNICATIONS

Since deployment in February 2009, false positive issues have been eradicated and congestion issues resolved. The Society’s IT department needed no extra training and now finds that its resources are free to concentrate on incorporating new technology to build up a sound infrastructure.



Confidence in a connected world.

regarding continuous spam or the frequent email system crashes,” said Peter Au-Yeung. “Moreover, virus attacks have been totally eliminated. The effect on our business productivity has been enormous”.

“I would have no hesitation in recommending MessageLabs, Symantec Hosted Services to anyone who is having continual spam and web attack problems. The system was easy to deploy – it was up and running within two days. And, as MessageLabs stops spam and virus attacks before they ever reach our servers, there was no need to waste valuable time on extra training for our IT staff. All in all it is the perfect solution,” he said.

Solution at a glance

Business drivers

- Interbranch communication and announcements
- HR functions
- 60,000+ inbound emails each month
- 50% spam volume

Technology challenges

- Software and anti-spam appliance failed to ward off spam and virus attacks
- Valuable IT resource wasted in managing filtering for false positives

Solution

- MessageLabs Hosted Email AntiSpam & AntiVirus

Size of organisation

- 700 employees, 170 active email users
- 30 operational locations
- 5 IT support staff across all locations

Business value and technical benefits

- Improved productivity for IT team and end-users
- Ability to deliver on customer SLAs
- Global infrastructure offering 24/7 support
- No hardware to manage internally



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