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Peregrine and Gecko's Adventures is an Australian travel company offering small group adventure tours and holidays worldwide. Established in 1977, the company specialises in overseas experiences, which can take the form of everything from walking and trekking to cultural adventures, wildlife safaris and expedition cruises. The company accepts bookings both direct from the public as well as bookings from travel agents.

Email communication is an essential tool for the operation of the company. With a head office in Melbourne of 90 staff and other offices in Sydney and the UK with around 6 to 10 people in each there is a need for both intra office communication as well as communication between customers and suppliers.

The Challenge

The problem Peregrine faced however, was that staff inboxes were being inundated by spam. Warren Arbatman, IT Manager, explained, “Like a lot of organisations today, we depend on email communication. But like many organisations we were suffering from an increase in spam. Senior Management found it particularly frustrating, with our managing director receiving around 150 spam messages every day.”

Arbatman continued, “for her it was just unmanageable, especially as she uses a BlackBerry on the road and would have to scroll through so many spam emails. Even more of a pain was the problem of false positives with important emails going missing in action a persistent problem.”

Prior to implementing MessageLabs, Peregrine had another Anti-spam solution in place, but over time it had become less effective at stopping spam. In the months prior to the MessageLabs implementation, Arbatman explained “it had become a complete nightmare from a support point of view as it was causing our system administrator to spend two hours every day filtering the spam for the whole company.”



A real solution to a spam problem

It was clear Peregrine needed a real solution to its spam problem. Arbritman was referred to MessageLabs on the advice of the CIO at his previous employer who was a great advocate of the service. On the back of the recommendation, Peregrine began using MessageLabs Anti-Spam and Anti-Virus in December 2006.

According to Arbritman, the implementation was painless: "We trialled the technology in our smaller Sydney and UK offices first, before it was rolled out across the company. Users saw a change straight away."

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MessageLabs managed messaging security services offer a safeguard against all threats by stopping malicious content at the Internet level. This means that threats are stopped before they reach the corporate gateway so that organisations can enjoy clean inboxes and decongested internal networks. The company provides the industry's strongest Service Level Agreements (SLA's) including an unrivalled 100 per cent guarantee against known and unknown email viruses, a 99 per cent spam capture rate and a false positive guarantee of one email every million. And while these are contracted guarantees the service levels are normally even higher.

The future

MessageLabs statistics show that in the last nine months since implementation, Peregrine as a whole received a total of 986,126 emails, 52 percent of which were spam messages. In total, the MessageLabs service has stopped 2642 viruses and a total of 514,272 spam emails from reaching Peregrine's inboxes.

For Arbritman the results have been overwhelming. "Our system administrator no longer has to waste time trawling through spam, precious bandwidth and server space has been released, and senior management no longer have the worry of false positives." He continued, "The service from MessageLabs means that our retail and wholesale sales business, which is global and almost exclusively electronic, can operate with confidence with all email safely reaching its destination."

www.messagelabs.com
info@messagelabs.com