



**MessageLabs**<sup>®</sup>  
Now part of Symantec



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**Troy Green**

Director, Technology & Corporate Services  
Tweed Shire Council

## Tweed Shire Council

Tweed Shire Council successfully implemented MessageLabs Anti-Spam and Anti-Virus services to protect its 400 email users in late 2007. Prior to implementing the MessageLabs service, the council was dealing with a large spam problem which caused delays with message transport due to congestion of Internet links and load on internal filtering. The previous spam management system did not correctly identify spam and had a large administrative overhead.

“We needed to remove the task of spam management from our staff’s workload, not just to improve productivity but also to reduce the risk to the Council from security threats,” said Troy Green, Director, Technology & Corporate Services. “We also needed to improve our network performance as email is our most important business tool.”

“There were several reasons why we chose MessageLabs, the main being that the spam was captured at the Internet level, outside of our network,” said Troy. “It is also a very easy system to use and has minimal impact on our IT resources. Our IT administrators no longer have to waste time trawling through spam, precious bandwidth and server space is released, and we don’t have the worry of false positives any more. The MessageLabs service is extremely easy to configure, obtain reports from and manage, and the predictable cost structure is a huge plus for the council.”

MessageLabs managed messaging security solution offers protection against all email and web threats at the Internet level. This means all threats and malicious content including viruses and spam storms are stopped before they reach the corporate gateway.

To ensure the highest levels of protection, MessageLabs promises less than a one in 330,000 false positive rate with its Anti-Spam service and is the only company to offer an agreement of 100 percent guaranteed protection from both known and unknown email viruses.

“The MessageLabs service has proven its value to the ongoing operation of council business,” said Troy. “Its simple to use interface, scalability, reliability and reporting have been so valuable and we’ll continue to embrace the service and security offered by the MessageLabs solution.”

### Solution at a Glance

#### Solution

- MessageLabs Email Anti-Spam, Anti-Virus and Image Control

#### Size of Organisation

- 679 employees

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