



The London Borough of Barking & Dagenham Case Study

MIMESweeper™ helps Barking and Dagenham Council to maintain a secure email environment

Intro

The London Borough of Barking and Dagenham Council in East London is one of 33 local councils in London and serves 167,000 residents. The council has an IT infrastructure of approximately 3,000 users based over 13 buildings in the borough.

John Bagley is the Technical Manager at Barking and Dagenham Council and has been with the Council for 17 years. During that time, John has been responsible for ongoing implementation and maintenance of the IT infrastructure.

Challenges

- **Maintaining a reliable email system**
- **Combating considerable dangers posed by spam**
- **Maintaining a secure, virus-free business**

For Barking and Dagenham Council, the use of email is critical to the successful running of the business. Employees use email to communicate with and send information to residents, suppliers and partners, the local police, health authorities and other councils. Employees send between 15,000 and 20,000 emails per day. Bagley explains: "We rely heavily on email as our primary form of communication. Without it our employees would really struggle and there's no doubt that productivity levels would crash."

Barking and Dagenham Council installed a security solution at the same time as installing an email infrastructure in 1997. "We chose Clearswift's MIMESweeper for SMTP software due to its great reputation for reliability and its role as market leader," explained Bagley. "Our main motivation for choosing the solution was digital threats such as viruses. We wanted to be able to protect our IT environment in the best possible way."



Company: **The London Borough of Barking & Dagenham**

Headquarters: **Dagenham, London**

Industry: **Government**

Solution: **MIMESweeper SMTP Appliance EN10**

No. of users: **3,000**

Concerns: **Maintaining a secure IT environment**

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John Bagley
Technical Manager



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Solution

MIMESweeper™ for SMTP

- Stops all digital threats at the email gateway, whether incoming or outgoing
- Central management console
- Closes Zero-day vulnerability window by stopping suspicious files before AV patches are published
- Supports regulatory compliance by preventing confidentiality breaches with flexible policies
- Provides a powerful web-based Report Center
- Auditing function that allows the manipulation of data to enable trend tracking and organisation of email traffic flow

The implementation of Clearswift's MIMESweeper for SMTP allowed Bagley to ensure a safe and secure email infrastructure, which ensured that Barking and Dagenham Council has never fallen victim to a virus attack or other security breach.

In October 2005, Barking and Dagenham Council upgraded its Clearswift solution to the newly launched MIMESweeper SMTP Appliance, which was designed specifically to address the issues faced by those responsible for email management and includes extensive and easy-to-use reporting facilities.

MIMESweeper™ SMTP Appliance EN10

- Ground-breaking new anti-spam technology, SpamLogic™
- Best-of-breed anti-virus, anti-spyware and anti-phishing from Kaspersky
- TLS Encryption
- Personal Message Management that allows users to manage quarantines
- All in a plug and play hardened Linux box
- Easy to use management interface

The main appeal of the appliance to Bagley was its ease-of-use. "Over the years we've managed all our Clearswift upgrades ourselves, including the upgrade to the appliance and it went without a hitch. The appliance comes complete with pre-set policies so you can plug it in and start running it straight away – there was no need to involve consultants at all. And now it's installed, it's easy to manage, too. Previously we had to download updates ourselves but the appliance automatically updates itself so we don't have to worry about it."



Product: MIMESweeper for SMTP 5.2



Product: MIMESweeper SMTP Appliance EN10



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Results

"The benefits of installing MIMESweeper SMTP Appliance have been considerable," explained Bagley. "Barking and Dagenham Council's priority was protecting its IT environment and with the virus protection and anti-spam software, we can ensure a secure infrastructure. The Council has never been compromised by an email security threat." Another advantage has been the new anti-spam software, SpamLogic: "We've been really pleased with SpamLogic. Just yesterday it stopped approximately 1,700 emails and the accuracy levels can't be faulted." Bagley also relies heavily on the content filtering features to enforce email usage policies. For example, employees are not permitted to receive emails containing executable files.

All this means that Bagley can hand over the management of his email system to the MIMESweeper SMTP Appliance, which means his time is free to prioritise end-user issues. "One feature we rely heavily on is the Personal Message Management," said Bagley. "It's beneficial, intuitive and easy-to-use and has dramatically reduced the amount of time we spend managing spam as employees can now do it themselves."

Personal Message Manager (PMM) allows end users to manage their own withheld messages by:

- **Notifying them that some messages sent to them may contain a potential threat and are withheld.**
- **Providing them with a link to access their withheld messages.**
- **Enabling them to either release the withheld messages into their Inbox, or delete them. Messages in the PMM enabled area have been withheld because the policy in place on the system has resulted in a classification that has directed them there. The recipient should then check them to determine whether they are legitimate mail or not.**

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Future Outlook

Clearswift encourages all customers to follow its Three Es guidelines:

1. **Establish a policy covering all content in transit**
2. **Educate the entire workforce about the policy**
3. **Enforce the policy consistently, actively and publicly**

Clearswift believes that to make the infrastructure as secure as possible, companies need to make sure each of the three Es is in place.

To complement the MIMESweeper for SMTP Appliance, Barking and Dagenham Council is in the process of implementing an email usage policy. "It is important that as we've got this great system in place, we make sure our employees understand the way the system works and the implications of certain email behaviours," explained Bagley. "But most importantly for me," he continued, "I intend to maintain the impeccable email security record we've had to date."



Customer Showcase Program

This case study has been put together as part of the Clearswift Customer Showcase Program. We're proud of our customer list, and proud that we at Clearswift play a part in keeping companies secure. Clearswift customers tend to be forward thinking, innovative users of technology, and the kind of organizations that all sizes of company look up to. We like to celebrate that leadership, and our role in their success, wherever possible.

The greatest accolade we could ever aspire to comes from our customers - one company recommending our products or endorsing our technology is worth its weight in gold. This is why we would like to invite customers to participate in Showcase, our customer program.

Simply contact the Customer Showcase Team on pr@clearswift.com.

About Clearswift

Clearswift simplifies content security. Our products help organizations enforce best-practice email and web use, ensuring all traffic complies with internal policy and external regulations. Our range of content filtering solutions makes it easy to deploy, manage and maintain no-compromise email and web security for both inbound and outbound traffic.

Clearswift is the only vendor to offer comprehensive, policy-based content security in all three deployment methods: as software, as an appliance and as a managed service. All three platforms are designed to take the hassle out of securing internet traffic, with a clear, intuitive management interface; automatic, 'zero-touch' updates; powerful reporting and common-sense policy management.

Twenty years of experience across 15,000 organizations has helped us raise security standards while simplifying security management at the same time. We've helped many of the world's most successful organizations use the internet with confidence and are committed to staying ahead of the market and helping our customers defend against all emerging threats.

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MIMEsweeper™ Email Managed Service

MIMEsweeper™ SMTP Appliance

MIMEsweeper™ for SMTP

MIMEsweeper™ for Web

MIMEsweeper™ for Exchange

MIMEsweeper™ for Domino

e-Sweeper™

Bastion™

DeepSecure™