Bellingham+Stanley implement integrated solution for web and email security

For over ninety years, Bellingham+Stanley has been one of the world's leading manufacturers of refractometers and polarimeters. The company's expertise in optical engineering, electronics and software design has enabled it to create instruments that are used extensively throughout the world's food, drinks, pharmaceutical, chemical and petroleum industries. Bellingham+Stanley has offices and manufacturing facilities in the UK and United States and is certified to the ISO 9001 quality management standard.

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The challenge

"We decided that we had to upgrade our email security system following a major spamming attack on our company last year" explains Chris Hamilton, System Administrator at Bellingham+Stanley. "Somebody had been able to use our own email server as a relay for sending spam emails. At one point, we ended up with over 70,000 messages on our mail server and everything came to a grinding halt."

"It did have a major impact on our business at the time. We weren't able to send any emails out of the company and important information that staff were expecting from customers and suppliers couldn't arrive. It was rather worrying. Our management asked me to find a solution that would prevent the problem from happening again."

The solution

"I needed to find a solution provider who not only knew what they were doing but who were able to come up with a realistic and cost-effective solution for an SME business like ours" recalls Hamilton. "I also needed somebody that was able to address our requirement quickly."

"Insight Consulting responded to us promptly and submitted a comprehensive proposal for an integrated email and web security solution to overcome the spamming problem we'd suffered. They also demonstrated to us that they had a proven background in implementing these type of systems for organisations with a similar profile to our own."

"Insight initially installed the email and web security systems on separate servers for us. We had a few teething problems at first but, to their credit, the software vendor involved admitted the faults, quickly fixed them and even came in over the weekend to install upgraded versions. Since then, the products have worked really well and we've not experienced any further spam relay incidents."

"As well as features like site blocking and detecting malicious code, the products also include email anti-virus and spam rejection capabilities. Configuring the spam filters is always something of a moving target – it's the nature of the problem, I suppose – but it's still a very effective solution and I've seen it detect over one thousand spam emails in a single morning."

"Insight also helped us to integrate the solution with our Active Directory system. We needed this capability so that we could assign different Internet usage policies to different types of users. We'd realised early on that the 'everything's open' approach wouldn't be effective within our type of organisation."

"Now, we're able to setup and apply different policies to specific users or departments very easily. In fact, once we'd installed the software, it was something of a surprise to management when they saw some of the non-business sites that were being accessed. The reports the system provides are also useful in providing evidence of any non-business use that has occurred during working hours. That's something I find really useful in helping to enforce the company's acceptable usage policy."

"More recently, we've migrated the web and email security systems to a new, single appliance platform which has improved many of the management facilities even further and the system now largely administers itself. It's been configured, for instance, to restart itself every weekend to minimise disruption to our normal business operations."

The benefits

"The security solution that we've implemented has certainly introduced benefits to the company" concludes Hamilton. "It's saved a lot of my time and that of our management as well. End users have also become more productive –

Key features

- Integrated email and web security solution prevents spamming attacks

- Appliance-based solution has proved highly cost effective

- Comprehensive reporting allows Internet acceptable usage policy to be enforced

- Staff productivity improved following reduction in spam and viruses

- Security awareness across organisation has increased significantly.

Case Study

they're not continually fighting spam and viruses any more. It's interesting to see spammers still trying to relay off our servers but the software now prevents them from succeeding."

"Awareness of security within the business has also improved. Insight helped us review our acceptable usage policy and advised us what would be practical and reasonable for an organisation such as ourselves. I think the combination of our policy, alerting staff to it, and using the security software to enforce it really has elevated everybody's understanding of why information security is important."

"We've also been able to reduce risk within the business. I don't want to find out, for example, that one of our employees has been downloading inappropriate material or unlicensed software. Apart from the bandwidth and productivity issues it raises, it could leave our organisation liable. The security solution we've implemented has helped us to mitigate these types of concerns."

"The support from Insight has been very good. When I've encountered a problem or needed advice, I emailed one of their technical team and they always came back with a resolution or answer promptly. They've helped us onsite too - when we had to move the software from one server to another, one of their technical specialists came in, transferred the software across and everything worked on the new system immediately."

"The solution we now have in place protects our entire network and has certainly allowed our staff to work more securely and effectively. It also consumes a lot less of my time which was another objective. Overall, it's an excellent solution and one that works really well."

Insight Consulting is the specialist security, compliance and continuity unit of Siemens Communications and offers a complete, end-to-end portfolio encompassing:
- Research
- Consultancy
- Testing
- Implementation
- Training
- Recruitment
- Managed services

Insight is BS7799 certified, is a GCat and S-Cat (Category 7) supplier and subscribes to the CESG Listed Advisor Scheme (CLAS) and CHECK services.

If you'd like to discuss how Insight could help you manage risk in your organisation, email us at **insight@insight.co.uk** or visit our web site at **www.siemens.co.uk/insight**

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