



Fighting for the right to clean email

Arag, a specialist legal insurance firm with more than 20 offices across Spain was looking to reduce, or eliminate the impact that Spam was having on their organization and to, as far as was possible, remove the risk associated with unwanted email and malware.

To this end Arag has purchased an 800 user licences of Spamina's Email Firewall and AntiSPam service. The service is delivered via the cloud as a Software as a Service (SaaS) solution and is already delivering a new level of protection compared to the previous solution. The new cloud solution has also removed the need for internal resources to be spent on managing, monitoring and updating the Anti Spam solution as Spamina do all the management in the cloud.

At the time of the initial evaluation Arag were suffering from very high levels of Spam, with message levels reaching up to 52,000 messages a day. This was one of the major reasons that they looked at a cloud solution in order to remove the impact that this amount of email was having on the corporate network.

The SaaS solution allowed for rapid deployment using Spamina's platform, which had been updated with new security and continuity solutions. This ensured real-time processing, and neither Arag's internal users nor its clients saw any latency in email delivery.

"Undoubtedly, email is the primary mode of communication in our firm and it must be protected in an appropriate manner"

"The reason we started working with other software and services was just due to the way that the business had evolved," says Herrera. "It grew in such a way that the services that we had did not cover everything. As the business changed, so we kept looking for new or supplementary solutions to keep the email system that was the lifeblood of our firm functioning."

But eventually it became clear that an entirely new approach was needed. Spamina's service offered a more comprehensive solution which complemented Arag's business model.

"We really needed better email security," says Herrera. "Email is the firm's primary method of doing business and must be protected in the most appropriate way. It's how we communicate with our clients and our main channel for delivering the services that support more than 13 million insured risks."

"WE HAD A NUMBER OF REQUIREMENTS," SAID GUILLERMO HERRERA, DIRECTOR OF IT AT ARAG. "FIRST, THERE WAS TO BE NO INTERRUPTION TO BUSINESS WHILE THE SOLUTION WAS BEING INSTALLED AND DEPLOYED. SECONDLY, OF THE 52,000 EMAILS RECEIVED DAILY THE IT TEAM SHOULD ONLY BE DELIVERING "CLEAN" EMAIL. IT WAS ALSO IMPORTANT THAT USERS SHOULD NOT BE REQUIRED TO REVIEW TWO LISTS OF INCOMING EMAIL, BUT SHOULD STILL BE ABLE TO REVIEW "BAD" MAIL IN CASE ANYTHING SLIPPED THROUGH THE NET."



"KNOWING THAT WE HAD AN EXTERNAL PLATFORM, IN CASE OUR INTERNAL MAIL SERVER EXPERIENCED A PROBLEM, PROVIDED A GREAT SENSE OF SECURITY"

Cleaning up the Mailbox

Arag's IT and communications strategy was built around the continuous improvement and quality of services offered to their clients and other stakeholders by providing reliable access to both products and services.

"To achieve this an organization requires an ongoing review of all our processes," notes Herrera. "This approach ensures that we can quickly identify what's not working and take control of the problem immediately."

The project with Spamina was concluded faster than any other in Arag's history; from the decision to go ahead to the conclusion of the project took only three weeks. Getting the service up and running was completed in just a week and a half, and this included the statement of works, configuration and start-up process.

The benefits of the move to Spamina were quickly realized. First, the service eliminated 95% of the spam, and then filters were put in place to ensure the remaining emails were clean. "Knowing that we had an external platform, in case our internal mail server experienced a problem, provided a great sense of security," according to Herrera. "If the situation arises we can simply redirect everything to the Spamina servers for as long as we need to in order to keep the email flowing. With Spamina, we're not just getting better email security but adding a contingency measure."

Arag signed a two-year, renewable contract with Spamina. "For our type of organization and the volume of mail we handle, this project has entailed an expenditure of less than one euro cent per mailbox per day, every day of the year. If we had not gone with Spamina, we would have been looking at significant additional expenditure on hardware, software, and human resources to manage the operation."

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