



**BOYCE**  
CHARTERED ACCOUNTANTS

## BOYCE Chartered Accountants

With a spam rate of 40% and 140 employees, BOYCE Chartered Accountants estimated it was losing more than 55 hours each week to spam. Since implementing MessageLabs Email Protect managed service, more than 95% of spam and 100% of known and unknown viruses and malware are eradicated before they enter the company's network.

BOYCE is one of Australia's largest rural-based accountancy firms, operating from six major regional centres across New South Wales. More than two thirds of its clients are rural, and BOYCE has prospered through its personal approach, building long term relationships with each of its clients.

More than 40,000 emails come in through BOYCE's servers each month, staying in touch with farmers and business across the countryside, and communicating with regulatory and government bodies, suppliers and partners. Email communication has made that task much easier, but if left unsecured, creates an opening into the heart of a business's confidential commercial and customer data.

Outsourcing email security to a trusted specialist like MessageLabs has helped to free up the busy internal IT staff, giving them time to focus on other tasks. Management now has the peace of mind of knowing the continuous uptime of its business is guaranteed under industry-leading Service Level Agreements.

### Technology overcomes the tyrannies of distance

"Email is critical to our business" said Denis Reeves, IT Director at BOYCE. BOYCE prides itself on its understanding of the local issues in each area of its practice, and specialist knowledge of business and agriculture in each of the six districts it operates in.

As well as the hands on experience that comes from being a member of a regional community, much of this knowledge comes through industry research and benchmarking and comparative analysis. The majority of this information flow depends on the company's IT infrastructure.

### The need to protect the electronic gateway

With its reliance on electronic communication channels, BOYCE, like most small to medium businesses, was vulnerable to the damage a virus or malware outbreak could cause: data loss and downtime affecting productivity, business continuity and customer relationships, with the very significant costs those cause. Spyware risks client confidentiality and serious legal action.

The major business driver for the decision to investigate a managed service, however, was the high rate of spam getting past the email security software solution. "We didn't specifically measure the direct impact of spam on productivity, however, based on our estimates, we are sure it played a part in productivity loss," said Denis Reeves.

### Greater quantified benefits, at a lower cost

"We knew we wanted to move to a managed email security service, and research showed that MessageLabs is the industry leader. We wanted a better cost-benefit ratio, a simpler solution – and one that would be scalable and future-proof as our business grows," said Denis Reeves. "We investigated hosting our own solution, but looking at the cost benefit, there was no contest."

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Denis Reeves  
IT Director  
BOYCE Chartered Accountants

“We have already seen a measurable increase in team productivity.”

“We implemented MessageLabs Email Protect a few months ago and have already seen a measurable increase in team productivity. Unwanted email content is greatly reduced, email management is easier for all employees, and there is less pressure on our IT resource.”

MessageLabs helps BOYCE quantify the benefits. Denis Reeves simply accesses the MessageLabs customer extranet to view up to date reports on legitimate email and blocked spam and malware.

#### Seamless protection in real time

“Our experience of the MessageLabs managed service has been seamless and professional,” said Denis Reeves. The managed service provides total scalability without adding any complexity to the business’s existing IT infrastructure. In contrast to the unpredictable costs associated with software or appliances, the managed service is at a fixed cost with a lower total cost of ownership.

MessageLabs provides BOYCE with a team of experienced information security specialists and massive processing power, always on hand to ensure seamless, real time protection against increasingly devious and targeted multi-vector attacks.

Just five minutes of your time each day may not seem critical – but with 140 members of staff that lost productivity added up to well over one person’s working week, each week. MessageLabs has enabled BOYCE to eradicate the problem, claiming back virtually all that time – with no up front costs, no ongoing maintenance and no pressure on the IT department.

## Solution at a Glance

### Business Drivers

- Lost productivity due to high spam rates
- Reliance on technology for secure, sensitive and business-critical communication
- Limited internal IT resources

### Technology Challenges

- Medium-sized organisation spread across six regional centres
- Protecting business and clients from spam and viruses
- Blocking spam without holding up legitimate email

### Solution

- MessageLabs Email Protect (Anti-virus and Anti-spam)

### Size of organisation

- 140 employees

### Business Value and Technical Benefits

- Guaranteed result of clean email inboxes
- Continuous and nuisance-free operation of communication systems
- No hardware or software to purchase
- Scalable solution
- No maintenance or settings changes
- Predictable cost structure
- Lower total cost of ownership