



CATHAY PACIFIC

## Cathay Pacific Airways

Headquartered in Hong Kong, Cathay Pacific Airways offers scheduled passenger and cargo services to 92 destinations in 32 countries and territories around the world. Its network extends from Southeast Asia to Europe, North America, Africa, the Middle East, New Zealand and Australia. With ongoing investment in expanding its network and fleet – now 88 aircraft strong – Cathay Pacific continues to strengthen Hong Kong as a global aviation hub and gateway to the Chinese mainland.

With approximately 15,000 employees with access to corporate email around the world, the airline received over one million emails per month in 2001. As the number, complexity and severity of Internet threats continue to increase, the security of the airlines data and communications was a major concern.

With email messaging a high priority for the airline's communications strategy, Cathay Pacific could no longer rely on its existing anti-virus infrastructure to protect communications between employees, partners and customers.

"We have been very lucky in the past that we haven't really had a serious virus problem, but we recognised that with the increase in email threats, we needed to be more proactive to protect our business from future threats, rather than waiting for them to come to us," said Allen Yeung, IT Architecture Analyst, Cathay Pacific Airways.

The window of vulnerability between the appearance of a new email virus and the availability of a signature from traditional anti-virus providers was also a concern for Cathay Pacific. Virus writers have become adept at exploiting this gap because they know that the delay around getting signature files out has a critical effect on the scale of an outbreak.

"We realised that we couldn't rely solely on traditional anti-virus methods anymore, particularly at the desktop level, as they are often only effective once a threat is known and by that time the damage may already have been done," said Mr Yeung. "We wanted a more proactive approach to protect us, and believe a way to do this is to keep our email security outside of the corporate network."

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#### **Protecting the first line of defence**

Cathay Pacific has been using MessageLabs' Anti-Virus and Anti-Spam managed services since 2001. "We evaluated MessageLabs' services - the results were satisfactory and met our requirements," said Mr Yeung. "MessageLabs' services provides us with the functionality to suit our individual and changing needs."

The MessageLabs Anti-Virus service scans all incoming and outbound emails for Internet threats, incorporating encrypted emails and attachments. Through the combination of MessageLabs' unique intelligence technology Skeptic™, with additional layers of detection techniques, the airline's protection may not subject to signature delay times, owing to the use of predictive technology capable of detecting previously unseen viruses.

The central web-based management console offered by MessageLabs' services provides the facility for Cathay Pacific to view data and statistics on the airline's use of services. All configurations and management facilities, such as customisations and releasing of infected email, can be set using this central console.

Administrators can configure email security controls to suit particular user requirements and can specify policies controlling outbound and inbound traffic, providing a balance between safety and useability. This gives the airline greater control over the email content reaching its network and helps to ensure it meets acceptable email usage policies.

#### **Managed email security services the way to go**

Simplified security management and operation efforts have helped Cathay Pacific to reduce administrative and support costs, as well as total cost of ownership.

Cathay Pacific has found the central management console to be very beneficial, enabling the airline to have a better view of its email traffic, an audit path and more control over its email policies.

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