



## SUCCESS STORY: FISHER CARTWRIGHT BERRIMAN

### Organisation

Fisher Cartwright Berriman

### Industry

Professional Services

### Size of Organisation

60 email users

### Business Drivers

- Targeted by extremely high volume of spam
- Reliance on technology for secure, sensitive and business-critical communication
- Limited and valuable internal IT resources

### Technology Challenges

- High spam volume slowed system and wasted bandwidth
- In-house email filtering froze the network
- Protecting business and clients from spam and viruses

### Solution

- MessageLabs Hosted Email AntiSpam, AntiVirus & Image Control

### Business Value and technical benefits

- Guaranteed result of clean email inboxes
- Saving three hours a day in IT admin time
- Seamless implementation, 'set and forget' service
- Predictable cost structure
- Lower total cost of ownership
- No maintenance or settings changes
- No hardware or software, complements existing infrastructure

With a web address dangerously close to an American software company's, legal firm Fisher Cartwright Berriman was targeted with spam containing potentially devastating security threats, at volumes that squandered valuable bandwidth and interfered with the performance of its network. MessageLabs Hosted Email Services solved the problem, eliminating virtually all spam before it enters the network - with a tangible return on investment.

A multi-disciplinary practice specialising in employment and industrial law, Fisher Cartwright Berriman is retained by many of Australia's leading organisations. With a reputation for exceptionally high quality customer service, preventing this significant security threat was a high priority.

The firm has 60 members of staff, mostly located in the Sydney head office with the remainder in Melbourne. All staff rely on email to communicate internally and externally, and staying in touch with consultants and affiliates in other state capitals across Australia adds to the large traffic volume traversing the firm's information technology infrastructure.

"Our network administration specialists were aware of the particular problem we faced with spam, and advised that the most economic and secure solution was to outsource our email security to MessageLabs," said Deborah Banks, Operations Manager at Fisher Cartwright Berriman. Nine out of the top 10 law firms in Australia trust MessageLabs managed services to protect their business information.

### *Spam means more than a brimming inbox*

Before switching on MessageLabs in 2005, Fisher Cartwright Berriman was being targeted with up to 50,000 spam emails every day, making it vulnerable to viruses and spyware. Filtering and cleaning such a high volume of email traffic inhouse was significantly slowing the system and hampering network performance.

In addition, as email has become an important channel for official, sensitive and confidential commercial communication, it has become subject to complex legal and regulatory requirements which demand that small to medium businesses institute security solutions and policies that were once the sole province of large enterprise.

### *As productivity drops, frustration rises*

Such a high spam rate was hampering productivity in all areas of Fisher Cartwright Berriman. IT staff were spending hours each day filtering email. The huge email traffic volume was noticeably slowing the network, reducing productivity – and increasing frustration – across the firm.

*“Because of the amount of time we were wasting on spam, it was clear the best option was having our email cleaned externally.”*

*“The managed service works perfectly and delivers the right return on investment for a business our size.”*

**Deborah Banks**  
**Operations Manager**  
**Fisher Cartwright Berriman**

“We had to ensure no legitimate client email was affected,” said Deborah Banks, “and then on top of that the spam deletion process regularly froze the whole system. Because of the amount of time we were wasting on spam, it was clear the best option was having our email cleaned externally.”

### *Securing business continuity*

Fisher Cartwright Berriman is still targeted with a high volume of spam – more than 85 per cent of its total email traffic, yet only around one spam email gets through each week, in line with MessageLabs’ industry-leading Service Level Agreements, and even those are cleaned.

The benefits are widespread: there is less pressure on the network, service is uninterrupted by outages resulting from the overload and – with all email traffic scanned and cleaned at the internet level before it enters the firm’s information network - the security threat is virtually eradicated.

### *Tangible return on investment*

Overall, productivity has increased as staff are freed from wading through spam and unwanted content and the IT resource is released from a time-consuming and tedious task. “The return on investment is clear,” said Deborah Banks. “By engaging MessageLabs managed service, we are saving at least three hours a day in network administration time.”

“We have been with MessageLabs since 2005, and we’ve been very satisfied every step of the way. From the fast and painless implementation process, to the seamless ‘set and forget’ service we’ve consistently received from them. The managed service works perfectly and delivers the right return on investment for a business our size.”



**Confidence in a connected world.**