



SUCCESS STORY: ISS FACILITY SERVICES AUSTRALIA

Organisation

ISS Facility Services Australia

Industry

Facilities Services

Size of Organisation

20,000 employees

880 email/ web users

Business Drivers

- Spam clogging users' inboxes and cutting productivity
- Diversion of IT resource from core tasks
- Reliance on email for secure, sensitive and business-critical communication

Technology Challenges

- High spam volume slowed system and wasted bandwidth
- Previous anti-spam service had a high false positive rate
- Email and web-borne threats evolving to evade conventional defences

Solution

- MessageLabs Hosted Email AntiSpam, AntiVirus & Content Control
- MessageLabs Hosted Web Security Services (URL Filtering)

Business value and technical benefits

- Guaranteed result of clean email inboxes
- Safe internet browsing free from malware
- Eliminates spam burden on bandwidth
- Improved productivity for end-users and in IT
- Secure and reliable communications
- Efficient regulatory compliance and user protection
- False positive rate of only 0.0003%
- Seamless implementation, 'set and forget' service
- No maintenance or settings changes
- No hardware or software, complements existing infrastructure

Excellent service delivery is core business for Denmark-based ISS Facility Services. Organisations all over the world outsource cleaning, office support, property, catering and security services to ISS.

Now, ISS Australia outsources email and web security to MessageLabs to increase security protection while maximising productivity at the lowest total cost of ownership.

Call in the experts

As an outsourcing specialist, ISS knows firsthand its benefits for customers: service expertise and best practice, labour management, procurement benefits, reduced financial administration and increased operational flexibility – all guaranteed by industry-leading Service Level Agreements.

ISS in Australia outsourced its email and web protection to Symantec Hosted Services as part of its global drive to increase efficiency. Outsourcing has provided the scalability needed to keep up with ISS's rapid growth in Australia and New Zealand: entering the marketplace in 2002, it now has 20,000 employees and 50,000 business customers.

Elimination of a wasteful and risky spam problem and protection from new and emerging online threats have been critical to saving costs, improving productivity and increasing the return on investment for information technology. As a hosted service, MessageLabs from Symantec Hosted Services has scaled effortlessly with ISS's rapid growth and acquisitions strategy.

"Under our previous managed email security service, some end users were still receiving up to 40 spam emails a day," said Roger Burgess, Group Technology Manager at ISS Facility Services Australia. "Since changing to MessageLabs, there has virtually been a 100 per cent reduction in spam, and we can ensure employees access only safe and appropriate web content."

Because MessageLabs intercepts spam, viruses and malicious code hidden in emails or on websites in real time, before they enter an organisation's network, it provides complete protection from email and web-borne attacks. Moreover, it delivers immediate savings by slashing the volume of data downloaded.

Improving efficiency with speed plus accuracy

ISS's previous messaging security service suffered from a prohibitively high false positive rate. Genuine business-critical emails were mistaken for spam and captured, placing ISS's customer relationships at unnecessary risk.

“Since changing to MessageLabs, there has virtually been a 100 per cent reduction in spam.”

“MessageLabs has improved productivity for users, reduced the time required to manage the email system and markedly improved our email and web security.”

Roger Burgess
Group Technology Manager
ISS Facility Services Australia

One member of the IT team was employed almost full time to manage the false positives issue, with the creation of over 200 rules in the filtering system. “This problem alone blew out the costs of our previous service – and the end result was slower mail delivery,” said Roger Burgess.

Now, with MessageLabs Hosted Email AntiSpam guaranteeing a negligible false positive rate, ISS is no longer at risk of losing important client emails and has gained from immediate savings in administration time and hassle – with mail delivery speeds restored.

Guaranteed safe from present and future threats

With the increasing sophistication of online threats, malware hidden in emails and suspect websites can evade conventional defences, bringing business to a halt and penetrating intellectual property.

MessageLabs Hosted Email AntiVirus guarantees ISS a 100 per cent capture rate of all known and unknown email viruses, and also protects the network from other malware and the associated risks – which include system downtime, productivity loss and brand damage. Unique Link Following capability also checks all URLs contained in incoming emails, and along with MessageLabs Hosted Web Security Services, detects and blocks malware on suspicious sites.

MessageLabs has liberated ISS from the costly and wasteful burden of remedial action after an attack. With a predictable cost structure, and without the expense of hardware, software and maintenance, MessageLabs’ managed services have delivered ISS real efficiencies.

More than messaging security: protection for people too

Enforcing acceptable use policies can be difficult and costly. Employee protection and regulatory compliance are important responsibilities which ISS has been able to entrust to Symantec Hosted Services confidently and cost-effectively. MessageLabs Hosted Email Content Control scans and filters the content and attachments of all incoming and outgoing ISS emails to identify confidential, offensive, malicious or inappropriate content. Its flexible rules have enabled ISS to easily customise it to the company’s acceptable email use policy.

MessageLabs Hosted Web Security Services also enables ISS to block specific URLs and monitor and control internet use, optimising productivity and fulfilling compliance. “MessageLabs dynamic web filtering has removed any risk of staff internet misuse or web-borne threats,” said Roger Burgess. “We’ve regained the internal IT support hours spent on trying to cope with these risks on our own, and we also have invaluable management reporting from the MessageLabs solution.

“Our experience with MessageLabs from Symantec Hosted Services has always been excellent. The service has improved productivity for ISS users, reduced the time required to manage the email system and markedly improved our email and web security,” said Roger Burgess.



Confidence in a connected world.