

> SMB SNAPSHOT Rheem Australia



THE ORGANISATION

WEBSITE: www.rheem.com.au

INDUSTRY: Manufacturing

EMPLOYEES:

HEADQUARTERS: Rydalmere,
New South Wales, Australia

THE SOLUTION

- Symantec™ Email Security.cloud
 - AntiSpam
 - AntiVirus
 - Content Control
 - Image Control
- Symantec™ Web Security.cloud

WHY SYMANTEC.CLOUD?

- Single-vendor solution covering important information security touch points
- Lower costs of ownership
- Up-to-the-minute security defense
- Ease of maintenance/administration

THE INFRASTRUCTURE

- Outsourced blade server infrastructure with physical and virtual servers
- Microsoft Exchange messaging server
- SAP ERP software



Rheem Australia has manufactured, sold, and serviced water heating and HVAC equipment in that country since 1937. Rheem Australia Information Technology Manager Wayne Laughton's 26 year career has tracked the progressive evolution of the company's IT program from a focus on in-house mini-computer systems to today's outsourced infrastructure. As Laughton puts it, "We take a gradualist approach to IT, but know that this is about survival of the fittest." By outsourcing infrastructure management and service delivery, Rheem keeps its IT team competitively lean.

THE CHALLENGE

Like many businesses, Rheem faces the challenge of delivering big company IT services on a tight budget. Rheem's outsourcing program strives to maximize business value at minimum cost and complexity. Rheem also maintains a constant lookout for new technologies and service delivery models that help the company stay ahead of business and technology change.

THE SOLUTION

Rheem's adoption of Symantec.cloud web and email security solutions illustrates its approach to driving change in its IT solutions portfolio. Rheem adopted Symantec™ Web Security.cloud and Symantec™ Email Security.cloud solutions after its managed services partner discontinued support for Rheem's incumbent solution. Rheem chose the Symantec.cloud solutions following evaluation and qualification of competing alternatives. Rheem Australia's Email Security.cloud solution includes AntiSpam, AntiVirus, Content Control, and Image Control services.

Symantec.cloud's unique Skeptic™ heuristics provide leading-edge protection against emerging spam techniques as well as all types of damaging email malware, and inappropriate or confidential information is blocked from being transmitted. The Web Security.cloud solution includes web-borne threat protection, policy-based access and acceptable use controls, download controls.

THE BENEFITS

Migrating the mail and web security solutions to the cloud has removed them from Rheem's application stack running on outsourced servers, saving on pass-through costs. The company has also saved costs associated with periodic upgrades to a software-based solution. With Symantec.cloud, malware definitions, spam filters, malicious IP address lists, and other security information is updated automatically.

"Very little bad stuff gets through the Symantec.cloud services, and can see the benefits of the cloud-based approach in terms of even lower costs and easy management processes," says Laughton.

The success of Rheem's adoption of Symantec.cloud security services has spurred Laughton's interest in other Symantec.cloud offerings. Laughton looks forward to a pilot of the Symantec Enterprise Vault™.cloud archiving solution. "We've been very impressed so far, but want to be sure that the rest of the infrastructure, particularly public network WAN bandwidth, can handle the new demands that cloud computing can place on it."

"We keep an eye on the employee complaints. If there's trouble, people will tell us. It's been very quiet out there, with very few problems."

Wayne Laughton

Information Technology Manager, Rheem Australia