



## CUSTOMER SUCCESS

# Masterson Company, Inc.

## Reclaiming 240 Staff Hours per Month by Blocking 99 Percent of Spam with Symantec Solutions

Food producer Masterson Company, Inc., was using a third-party security appliance to protect against spam and malware. The appliance was expensive, required maintenance by the IT staff, and still blocked only about 80 percent of incoming spam messages. By deploying hosted email and Web security solutions from Symantec, the company is saving thousands of dollars, reclaiming all the IT time formerly spent managing the appliance, and saving 60 hours a week for end users.

### Security appliance falling short

At Milwaukee-based Masterson Company, Inc., staying sweet is goal number one. The company sells ice cream ingredients and toppings, among other products, to some of America's largest food manufacturers and restaurant chains.

Not long ago, security concerns were leaving a sour taste in the mouth of the company's IT manager, Dean Eggert. "We had two primary security concerns," he says. "We needed better spam and antivirus protection for email, and we also needed a more dynamic solution for virus and content protection for our Web users." A Unified Threat Management (UTM) appliance from WatchGuard was providing email and Web security and serving as a firewall.

Eggert estimates that the UTM device captured about 80 percent of incoming spam messages. "The appliance supposedly had spam and antivirus filters for email, but they were ineffective," he says. "Our users were inundated with junk mail. They were spending 5 to 10 minutes every morning cleaning spam out of their inboxes. That adds up over the course of a year."

In addition, management of the appliance was time-consuming. Eggert had to make sure the URL filter list was updated properly every day, a task that required at least 20 hours every year, yet he wasn't comfortable with the appliance's ability to protect the company against emerging threats. "A firewall can keep a limited number of standard attacks away from your corporate network for several years after you install it," he says. "Generally you don't have to update the firewall firmware regularly. But I was concerned about email and Web filtering. Those threats are changing constantly, and I didn't think an appliance-based solution was able to hit a running target."

### ORGANIZATION PROFILE

**Website:** mastersoncompany.com

**Industry:** Food & Management Services

**Headquarters:** Milwaukee, Wisconsin

**Employees:** 150

### SYMANTEC SOLUTIONS

Messaging Security

Web Security

### Why Symantec?

- Inspires confidence with real-time updates to service
- Granular reports show traffic and blocking by users and groups
- Hosted service minimizes required IT management
- Improves employee productivity by blocking non business-related content

## Search for a sweeter solution

Eggert liked the idea of using a hosted solution, partly because he would no longer have to manage an appliance himself, partly because the hosted provider would provide real-time updates to block emerging threats, and partly because hosted filters would maximize protection from malware.

“Some of our users aren’t very savvy about the links they follow,” Eggert says. “I liked the idea that they wouldn’t even see any dangerous links. Nothing risky would ever make its way to their inboxes. I decided to go with a standard firewall and push the Web filter and the spam filter out of the hardware device and into the cloud.”

Masterson originally selected MX Logic, a hosted email and Web security solution that has since been acquired by McAfee, Inc. The email portion of the solution worked fine, Eggert reports, “but I had challenges getting the client-side proxy on the URL filtering to work properly. I tried for nine months to get the open-source proxy server working on all our endpoints. I probably spent a total of 60 hours on this. I escalated this all the way up the ladder in their support structure, but it still never ran on some of our systems. After nine months, I decided to re-evaluate my options.”

## Saving time, saving money

Masterson ended up choosing Symantec MessageLabs™ Email Security.cloud with AntiSpam and AntiVirus Filters and Symantec MessageLabs™ Web Security.cloud with URL Filtering, Anti-Virus, and Anti-Spyware Protection. “Now our users access email and the Internet through the proxy server that Symantec provided,” Eggert says. “Both email and Web content are filtered before they even get to our firewall.”

Email Security.cloud blocks 99 percent of the company’s incoming spam messages with no false positives. It also protects Masterson against viruses, phishing, Trojans, worms, and other malware. In fact, Email Security.cloud filtering provides a service level of 100 percent protection against known viruses.

## SOLUTIONS AT A GLANCE

### Key Challenges

- Reduce volume of spam reaching users’ inboxes
- Prevent viruses and other malware from reaching the network
- Reduce IT administration time

### Symantec Products

- Symantec MessageLabs™ Email Security.cloud with
  - AntiSpam Filter
  - AntiVirus Filter
- Symantec MessageLabs™ Web Security.cloud with
  - URL Filtering
  - Web Security Anti-Virus, Anti-Spyware Protection

### Symantec Services

- 24x7, 365, support included standard with the Symantec.cloud services

### Technology Environment

- Server platform: IBM iSeries, AMD Opteron Servers, Red Hat Enterprise Linux, Microsoft Windows Server 2003
- Applications: Microsoft Exchange Server 2007, Sybase SQL Server, BlackBerry Enterprise Server, Netvault Backup Server, File services, Crystal Reports Server, Infor XA ERP

## BUSINESS RESULTS AND TECHNICAL BENEFITS

### Messaging and Web security

- 99% of spam blocked vs. 80% with prior on-premise solution
- 100,000 spam messages blocked per month with zero false positives
- 60 hours/week reclaimed for end users

### Operational and cost efficiency

- Full deployment in one day
- 60 to 70 hours/week reclaimed by dissuading end users from unproductive activities
- 20 hours/year reclaimed for IT staff
- Thousands of dollars saved
- Incoming emails spooled for up to seven days

Every Symantec.cloud solution comes standard with 24x7 support, 365 days a year. Eggert is impressed, especially after his previous experience with hosted security. Configuration of the client-side proxy was seamless, and the Symantec.cloud solutions were fully functional within a day. “Deployment was simple. It was just ‘pow’ and everything was up and running,” Eggert says.

A few months later, Eggert noticed that his company’s Windows XP workstations were no longer getting their automatic system updates. “It was a bit of a glitch,” he says, “but after a Symantec.cloud support person got involved, it went right away. Symantec.cloud support has been great, and

“Symantec has dedicated engineers monitoring threats and spam; that’s what these guys do, and they do it well. The appliance kept me up at night, worrying about whether it would protect our network against all the latest bugs. I’ve gained peace of mind from Symantec.”

### Dean Eggert

IT Manager  
Masterson Company, Inc.

**“Email Security.cloud is blocking 100,000 spam messages a month, saving our 75 end users a total of about 60 hours per week.”**

**Dean Eggert**

IT Manager  
Masterson Company, Inc.

that’s something that was very important to me. I can follow directions, but if something doesn’t work, I don’t want to spend my time troubleshooting it. I have other things to concentrate on—which is part of why we chose a hosted service in the first place.”

Eggert estimates that he has reclaimed about 20 hours a year for more valuable pursuits, and Masterson is saving the thousands of dollars that it formerly had to spend every three years to buy a new WatchGuard appliance.

**60 hours/week reclaimed for end users**

Symantec.cloud solutions are working hard. “Email Security.cloud is blocking 100,000 spam messages a month, saving our 75 end users a total of about 60 hours per week<sup>1</sup>,” Eggert says. Reporting functionality in Web Security.cloud solutions has further improved employee productivity by reducing certain users’ engagement in unproductive activities.

“The granular reporting provided by Web Security.cloud shows me who’s spending time at which sites,” says Eggert. “I discovered that we had a handful of users who were spending 5 to 10 hours a week looking at YouTube or CNN or Facebook. I even discovered that one person was running an eBay business on our network. I had a talk with each of these people. Once the word got out that I’m watching where they go online, people quickly stopped abusing their Internet access and our employee productivity increased.”

**Problems solved**

The Web Security.cloud solution can also generate on-demand reports detailing the entire company’s Internet usage for any select time period up to 40 days. “The detailed reports allow me to troubleshoot our security rules and figure out what users are trying to do and what they actually want to do, which are sometimes two different things,” Eggert says. “One time, I was looking at a report and noticed that a talk gadget from Google was being accessed from one of the accounting department PCs. It had a ton of traffic, but when I talked to the user, he didn’t know what it was. It turned out, he had a setting wrong in iGoogle. After I changed it, all the traffic disappeared.”

When Masterson experienced a problem with its Microsoft Exchange server, Eggert discovered one more benefit to Email Security.cloud: The hosted email solution automatically spools messages for up to seven days. The company’s mail server was down for eight hours on a weekday, but incoming emails didn’t bounce. Once the Exchange server was functional again, the messages were delivered to it as if there had been no outage.

Perhaps most important, Eggert is resting easier. “Two years after getting rid of our appliance, I don’t have to worry about whether the security solution is sophisticated enough to prevent attacks,” he says. “Symantec has dedicated engineers looking at threats and spam; that’s what these guys do, and they do it well. If Symantec knows about a problem, they’re going to have us covered immediately. The appliance kept me up at night, worrying about whether it would protect our network against all the latest bugs. I’ve gained peace of mind from Symantec.”

<sup>1</sup> 75 end users \* 10 minutes/day \* 5 days/week = 3750 minutes/week ÷ 60 min/hour = 62.5 hours/week