

## Primax

## MANUFACTURING

Primax is an international manufacturer of information, electronics and consumer products based in Taiwan. When the amount of spam received by the company started to place a strain on network resources, the IT department began to look for an anti-spam solution. Primax selected PureMessage because of its superior spam-filtering performance and security features.



### Business challenge

Established in March 1984, Primax was listed on the Taiwan Stock Exchange in January 1995. The company focuses on a diversified product portfolio comprising optical-electronic products, computer peripherals, paper-handling equipment and communication accessories.

Since its foundation, Primax has established a global OEM/ODM customer base which includes a number of

multinational organisations. The company has manufacturing sites and R&D operations in both Taiwan and China, and sales and marketing offices in Hong Kong, Japan, Europe and the United States. Today, Primax is a leading solution provider for information, electronics and consumer products.

Towards the end of 2003, the amount of spam received by the company started

### Key facts

**Organisation**  
Primax

**Location**  
Taiwan

**No of users**  
500

**Email traffic**  
350,000 per month

**Servers**  
Linux Red Hat Enterprise

**Solution**  
PureMessage

*“With PureMessage, we spend less time deleting unsolicited commercial email. What’s more, it also reduces the burden on the IT infrastructure costs.”*

*Anita Chang, Assistant Manager, Corporate IT*

increasing rapidly and Primax's IT team began an urgent search for an effective anti-spam solution. At the time, the volume of incoming email was proving such a drain on network resources that up to 6 GB of hard disk storage taken up by spam alone.

One of the primary concerns for Primax is computer security. This meant that the new anti-spam solution would have to enable TLS/SSL (Transport Layer Security/Secure Sockets Layer) support. Ease of use and filtering accuracy were other high priorities for Primax. The solution had to be simple to configure and feature an interface for managing email-filtering rules that could help improve end-user efficiency.

Anita Chang, Assistant Manager, explains. "As there are 500 users, including 25 remote users, security is of utmost importance to us. Hence, the anti-spam solution had to work with SSL. In addition, the solution had to be flexible enough to use for setting up managing email policies. We also wanted the ability to set up our own block lists and allow lists, without having to refer to the anti-spam provider."

## Technology solution

Once these key requirements were identified, Primax's IT team chose to evaluate four solutions – including Sophos PureMessage – over a three-month period.

The PureMessage trial lasted for one month. The evaluation was a success, and led to the IT team implementing



PureMessage across the entire company network. The software's affinity with SSL, particularly impressed the IT team at Primax.

Administration of PureMessage is simplified through a secure, web-based interface which enables remote and flexible control over mail filtering, configuration and management of filtering policies, management of quarantined messages, and synchronisation and reporting across multiple servers. End users can also manage their own personal quarantines, allow lists and block lists, which minimises the risk of false positives.

## Business results

Since implementing PureMessage, Primax has seen a dramatic reduction in the amount of spam. The company has immediately benefited from the investment with savings in storage resources, labour and productivity. For example, monthly email traffic has been reduced by over 50 percent to 350,000 messages, which has freed up 30 GB of hard disk space.

The success of PureMessage in protecting Primax from spam is summed up by Anita Chang, who says, "Now, with PureMessage, we spend less time deleting unsolicited commercial email. And that, in turn, frees us to have more productive time in our work. What's more, it also reduces the burden on the IT infrastructure costs."

To find out how Sophos products can help protect your organisation, visit [www.sophos.com/products](http://www.sophos.com/products)