

Fujitsu Asia

IT

When Fujitsu Asia experienced a productivity bottleneck due to a massive increase in the amount of spam and number of malware-infected emails, the company decided to find a software solution. Sophos PureMessage was selected after a rigorous evaluation against McAfee and Trend Micro, and now protects Fujitsu Asia from daily spam and malware threats at the gateway and server level.



Business challenge

Fujitsu is a leading global provider of customer-focused information technology and communications solutions, offering highly reliable computing and communications products to more than half of the Fortune 500 companies. It is also the world's third largest IT services provider and one of the top five providers of servers and PCs.

Fujitsu Asia – which is based in Singapore and home to Fujitsu's ASEAN headquarters – sells and supports telecommunications systems, as well as providing information processing and system solutions to customers across the

region. It employs about 700 staff and the offices also house the company's state-of-the-art processing and computer centres.

As a regional hub supporting customers and partners in countries including Singapore, Malaysia, Indonesia, Thailand, Vietnam and the Philippines, Fujitsu Asia experienced an exponential surge in email traffic, and found itself increasingly snowed under by colossal spam and malware-infected emails, which posed a serious threat to the smooth running of its IT infrastructure. Spam accounted for about 30 per cent of all incoming email.

Key facts

Company

Fujitsu Asia

Headquarters

Singapore

Number of mailboxes

3000

Operating system

Linux – CentOS, based on RedHat

Solution

Email Security and Control

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Neo Boon Chye, Senior Manager, Regional IT and Corporate Network, Fujitsu Asia

In order to reclaim the valuable processing time and storage space on email servers wasted on spam, and to keep blended threats – exacerbated by the daily influx of emails – at bay, Fujitsu Asia was in need of a robust security solution to safeguard its mission-critical messaging systems against any possible incident at both the internet gateway and server level.

Technology solution

Fujitsu Asia picked Sophos PureMessage for UNIX, part of Sophos Email Security and Control, after a careful evaluation which involved other gateway- and server-based solutions from McAfee and Trend Micro. PureMessage was tested against a set of key criteria which included integration, scalability, ease of maintenance, centralised management, customisability, and total cost of ownership (TCO).

“We were impressed by Sophos PureMessage’s ability to integrate both gateway and messaging security without the need to install two separate products. This simplified installation to a large extent at our end,” says Neo Boon Chye, Senior Regional IT and Corporate Network Manager. “We also looked at flexibility in terms of enabling individual users to determine their own spam filtering level, and how easy to use the evaluated products would be for users on a day-to-day basis. We found Sophos PureMessage clearly leading in these areas. Another key deciding factor was TCO. Sophos PureMessage demonstrated the cost advantage most notably when placed next to McAfee or Trend Micro.”

Through the award-winning Genotype™ technology which blocks families of spam campaigns and malware, PureMessage shields Fujitsu Asia from unknown threats, even before specific detection is available. Additionally, administrators can forestall internal infection by stopping malware-hosted email from entering or being distributed across the network via the threat reduction rules facility.

Depending on users’ preferences, PureMessage spam filtering options can be varied from a simple “tag-and-pass” – whereby

messages are tagged with a probability of being spam – to quarantine, archive or delete. This flexibility allows users at Fujitsu Asia to see at a glance any messages suspected of being spam. The company chooses to tag only those messages that have a spam probability greater than 80 per cent, letting users decide whether to open or delete them. Users can also fine-tune their filtering policies using PureMessage’s web-based user interface, adding legitimate senders to their personal filtering preferences.

Business results

Fujitsu Asia installed PureMessage on their mail servers in 2004. Since then, PureMessage has played a critical role in curtailing spam and protecting the company’s IT infrastructure against malware attacks. Along with defending Fujitsu Asia’s digital assets against viruses, spyware, Trojans and phishing attacks, PureMessage has radically reduced the amount of spam received by end users. Staff productivity has increased across the organisation as a result.

Neo comments, “The IT department has experienced significantly fewer requests and complaints from users since the implementation of PureMessage, which contributes to lowering the overall maintenance costs in the long run. We are also impressed with its scalable architecture which will allow us to build capacity over time.”

Neo concludes, “Our experience with PureMessage has been a pleasant one given its performance, stability and reliability. In fact, it works so well that we don’t even know it exists sometimes and that is definitely a good thing! We can now focus on our business goals and do what we do best given that malware and spam are no longer a pressing issue.”



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