

# MIXITS

## Case Study

### Symantec Mail Security for Exchange with Premium Antispam

A large project management firm in the construction industry has been using Symantec Mail Security for Exchange with Premium Antispam to help decrease the quantity of spam emails congesting staff mailboxes.

*"MXITS implemented Symantec Mail Security for Exchange with Premium Antispam for our business as spam was a constant source of annoyance for all our staff. As the in-house IT Manager, I received constant complaints from staff about the quantity and inappropriate nature of spam the staff received.*

*Symantec Antispam has proven to be a highly effectual and cost effective solution that has eliminated virtually all spam from our staff's mailboxes. Our incidents of viruses and spyware has also reduced dramatically as a direct result of the implementation due to the elimination of unsolicited emails. We have had a measurable improvement on staff productivity as a direct result of the Symantec Antispam implementation."*

Name and company withheld

#### Business issue

Being a victim of receiving a vast number of unsolicited email or Spam, a large project management firm in the construction industry in Adelaide found they were spending a large portion of the day devoted to sorting through emails. On average only 34% of the incoming emails were work related. Faced with the problem of losing important emails and time wastage, a solution was sought after that would decrease the time spent looking at spam and to stop offensive material getting into staff's mailboxes. Following consultation with Microsoft Gold Partner and Symantec Software Partner, MXITS, Symantec Mail Security for Exchange with Premium Antispam was chosen as an ideal fit for the business needs and network environment.

#### MXITS solution

Symantec Mail Security for Exchange with Premium Antispam provides a customizable solution to block viruses and spam from entering users' mailboxes. Automated reports detail the most recent methods of attacks on Microsoft Exchange and where most of the spam emails were generated. Symantec boasts a 98% success rate for blocking unwanted emails and one in a million rate for false positives.

#### Business Benefits

Immediately after MXITS implemented Symantec Mail Security for Exchange with Premium Antispam, staff within the project management firm noticed a dramatic decrease in the number of unsolicited emails, this flowed on to all areas of the business in the following ways:

##### ▸ Productivity

Management noticed a direct improvement in the productivity of staff as the inter office communication was opened: this flowed onto the communication with clients.

##### ▸ Complaints

In house IT noticed a decrease in the number of support requests made for clearing spam emails from users' mailboxes. This also decreased the number of computers that required viruses and spyware removal due to unsolicited emails.

##### ▸ Reporting

Management and IT were able to get clear and precise reports showing where a majority of unsolicited emails were coming from based on sender domain, IP address and the destination email address.

#### About Symantec Mail Security and Antispam

Symantec Mail Security and Antispam is an all in one email solution to report, block and advise on unsolicited email, email virus and mass mailer from internal to the network or external. It offers the ability to add customised black and white lists, the ability to check the spam listings for any spam that may have been wrongly detected either through email spam folder or a central folder on the server.