

Camelot picks a winner with Nebulas Security and Postini

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**Chief Architect,
Camelot Group plc.**

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Camelot Group plc operates the UK's National Lottery, the most cost-efficient lottery in Europe. With just over 900 staff, Camelot's primary business objective is to maximise returns to the Lottery's Good Causes in the most efficient and socially responsible way. It created and manages the National Lottery data network, designs new games, provides marketing support for lottery products and runs the 26,000-strong retailer network.

Its games maintain average sales of around £90m per week, and since the National Lottery began, Camelot has created over 1,800 millionaires. Each week Camelot generates over £23 million for the Good Causes. To date, over £18 billion has been raised for Good Causes by The National Lottery, and more than 230,000 individual awards have been made across the UK, funding the biggest programme of civic and social regeneration since the 19th Century.

» The Challenge

Camelot has embraced the diversity of media available to its customers, with much of its core business transactions coming through multimedia contact centres. Customers can buy tickets at retail outlets, through the Internet, via interactive TV, via text message and at supermarket checkouts; they contact Camelot for help, support and information through the web, phone, text and email. This all means that digital information is one of the most valuable commodities for Camelot, and because of the nature of its work, the security and accuracy of that information are of paramount importance.

"The management and control of Lottery information is a full-time task," explains Camelot's Chief Architect. "We have sophisticated ticket validation techniques and a large number of internal cross-checking mechanisms to prevent fraud. Having a comprehensive system of checks and balances is crucial to our continued success. Security testing continues regularly - by internal teams and external organisations."

When the time came to review the internal email system, the network architecture team naturally paid particular attention to security. Keen to enhance security, they began discussions with Postini, an externally managed email compliance and management service, with particular expertise in pre-emptive email threat prevention.

"Our incumbent service agreement was due to expire, and an initial review of Postini's capabilities looked extremely promising, in terms of both technical capability and cost-effectiveness," comments Camelot's Chief Architect. Following initial discussions with Camelot, Postini and Nebulas Security provided a more detailed demonstration of the product's performance. The results were impressive, and after checking with Postini's reference sites and concluding a more formal evaluation, the Camelot team chose to go ahead.



» Customer needs met

- » More transparent and manageable email traffic
- » Organisation better positioned for future IT requirements
- » Quantifiable improvements in system reliability and performance
- » Greater flexibility and control right down to user level
- » Security maintained and enhanced
- » Better management information at all levels

» Deployed Solutions

- » Postini 'Perimeter Management, Enterprise Edition'



» The Solution

In partnership with Nebulas Security, the Camelot team decided to perform a total system transition in one go; moving from the existing email solution to the Postini offering. Their Chief Architect says, *"I was confident in the product, happy with the idea of an externally managed service, and very confident that I would receive the total support of Nebulas Security's highly professional team."* Indeed, Nebulas Security's efforts to engage and educate all staff involved in the transition was a key factor in its successful implementation.

"We were delighted with Nebulas Security's work in implementing the Postini solution," says the Chief Architect. The host of additional management tools provided by Postini enabled the Camelot team to smooth out several minor issues and gain far tighter control of corporate email traffic.

Other benefits included reducing the amount of spam entering the Camelot network and more granular control over email. For example, junk mail is retained in user-controlled quarantine areas. Individual users can then make informed decisions about whether to retain or delete intercepted items. Overall, the greater transparency of the system and more informative management information has greatly improved the security, flexibility and effectiveness of email management within Camelot. Moreover, support costs have been reduced.

» The Future

Postini has been running at Camelot for six months now, and has contributed to a smoother, faster and more reliable email service both internally and between Camelot staff and customers. With Camelot now preparing to bid for the third licence to operate The National Lottery, commencing in 2009, demonstrating high levels of security and efficiency throughout the organisation is vital.

» Nebulas Security

- » Nebulas Security is a leading provider of advanced IT security, mobility and compliance solutions.
- » Since its formation in 2001, the company has developed partnerships with customers to build their IT security infrastructures and protect their sensitive data. This is supported by the company's extensive implementation experience, close relationships with key security technology vendors and detailed product knowledge.
- » Nebulas Security's customers include many blue chip and FTSE 250 organisations operating in financial, media, retail, legal and healthcare sectors
- » Based in London, Nebulas Security is a division of the Nebulas Solutions Group, the security, acceleration and virtualisation specialist.
- » The Group's combined expertise helps organisations maximise the efficiency and security of their infrastructure, as well as reducing operating costs.
- » For further information, visit www.nebulassolutions.com

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