

Email Management smoothed out for Software Imaging

“Their implementation kept disruption to an absolute minimum, but the results have been impressive: incoming spam dropped to virtually zero”

Matt Welford, IT Network Engineer, Software Imaging

» Software Imaging

Software Imaging is an influential technology provider in the print and imaging industry. For over 20 years the company has been at the forefront of global innovation in print and imaging software, delivering significant time-to-market and cost advantages to customers through its range of printer driver technologies, embedded systems and specialised imaging applications. The company is well established as the world’s largest independent supplier of printer driver technologies and related services for the Microsoft Windows, Apple Macintosh and Linux operating system environments. It is also a major player in the desktop laser, digital copier and inkjet printer industries, and has a growing reputation in wide format, industrial printing, and pre-press, as well as the expanding print management, secure lottery printing and mobile imaging markets.

Based in Oxford in the UK with offices worldwide, Software Imaging licenses technology to the world’s largest suppliers of printers, digital copiers, and print-related services.

» The Challenge

Like many organisations, Software Imaging found its email traffic increasing significantly over the years, making email management a more substantial role within the IT department. Email filtering was a routine process, but the elimination of spam, and the pre-emptive removal of email threats was becoming more challenging. *“The sheer volume of email – and spam – had grown to an unmanageable size,”* comments Matt Welford, an IT Network Engineer with Software Imaging. *“Our automated processes were struggling, and had begun to slow down, or even freeze. As a result, IT staff were frequently required to check the filtering process manually, but during these manual checks we had to suspend all email traffic, leading to backlogs, delays, user frustration – and more difficulty processing new emails.”*

Upgrades to the existing process added only minimal benefit, and Matt and his team began to consider alternatives. Research and discussion culminated in a shortlist of possible solution providers, one of whom was Postini, an externally managed email compliance and management service with particular strengths in pre-emptive email threat prevention. *“We reviewed a number of different solutions, and more than one of them would probably have been suitable for our needs”* recalls Welford. *“The difference in this case was the speed with which Postini and Nebulas Security responded to our enquiry.”*

» The Solution

Within 24 hours of Software Imaging’s initial enquiry, Nebulas Security, a system security expert, contacted Welford to arrange an initial meeting and discussion. After listening carefully to the problem and considering its impact on Software Imaging’s business, the Nebulas Security team first arranged a web-based demonstration with Postini to illustrate



» Customer needs met

- » Email management totally automated
- » IT staff freed from email chores to focus on other projects
- » Frustration and disruption to users eliminated
- » Greater flexibility and control, down to user level
- » Email compliance objectives met
- » Security maintained and enhanced

» Deployed Solutions

- » Postini Pre-emptive Email Protection



the ways in which the solution could address their issues. With each point covered, the Nebulas team explained the general properties of Postini, and additional ways in which it could benefit Software Imaging.

The organisation was keen to assess Postini directly, so Nebulas Security carried out a two-week deployment, configured to address the most pressing issues. Because Postini is an externally managed service with a range of spam detection algorithms and a database of known spam addresses, junk email was eliminated straight away; because it never entered the client's network in the first place. From the first day, Welford's team noticed improvements, he recalls. *"As the trial progressed, we realised that many of our daily chores, such as checking for false positives, sorting out individuals who had 'lost' email, and rebooting our email servers – had also become unnecessary."*

Nebulas Security encouraged staff to provide feedback about their experience and was able to show that most were not aware of a particular change but simply felt that since the deployment they 'were able to get things done.' The team provided some additional training, showing staff how to use the Message Centre, a feature within Postini enabling individuals to review their own spam rather than having to call IT each time an item was intercepted. *"The additional control was something users really valued,"* comments Welford, *"although with far more accurate spam detection, the issue mostly disappeared anyway."*

» The Future

Following the trial, Nebulas Security completed the Postini implementation. It has brought a number of key benefits to Software Imaging. Far less IT staff time is taken up with email management issues, and users experience much less disruption and stress. With such a reduced load, the email servers are functioning more smoothly, and with everything remaining outside the network the management overhead and risk of infection is negligible. Critically, Software Imaging is now able to implement company particulars and disclaimers in its email, in compliance with recent legislation.

"The Nebulas Security team was quick, efficient and competent," comments Welford. *"Their implementation kept disruption to an absolute minimum, but the results have been impressive. We'd be happy to work with them again in the future."*

» 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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