

### Nebulas Security helps Hellermann Tyton halt 96% of spam email in its tracks

“We’ve stopped spam in its tracks: we no longer need to sift through 1000s of quarantined emails, and as a result, we’ve gained between four and five man hours ever single day”

**Tony Lambert, UK IT Manager,  
Hellermann Tyton**

#### » Hellermann Tyton

Hellermann Tyton is a leading manufacturer of high performance network products and cable management solutions. The company markets more than 50,000 products for fastening, fixing, identifying, insulating and protecting cables and their connecting components. Its extensive range of products is used in the automotive, telecommunications, electronics, aerospace, offshore, utility and construction industries. Headquartered in Crawley, the UK operation employs 500 people and has manufacturing sites in Manchester and Plymouth, with distribution centres in the Midlands and Northern Ireland. Part of a diverse Group of companies employing 2500 people worldwide, Hellermann Tyton has been manufacturing innovative cabling solutions for over 70 years.

#### » The Challenge

Like many organisations, Hellermann Tyton depends on email to run its day-to-day business; the infrastructure which delivers and secures email is a critical part of its network. By early 2008, this infrastructure was struggling to differentiate between genuine business communications and a relentless tide of junk email. A spam filter had been installed to ease the situation, but it used traditional “quarantine” methods to contain email which it perceived as spam. However, as the filter was unable to differentiate effectively between genuine and junk emails, legitimate mail was also being isolated. The filter’s inability to identify the different types of email had severe implications for the company’s in-house IT support team. The amount of time being taken to manage email traffic meant that strategic tasks such as server replacement and user support were being postponed. Furthermore, the company’s network was often sluggish due to its processing high volumes of unwanted traffic.

*“We’d come in every Monday morning and needed to deal with around 6500 emails that had been quarantined over the weekend,” explains Tony Lambert, UK IT Manager at Hellermann Tyton. “But about 50 of those mails were usually genuine, so we had to go through the lot. Even during the week we usually had to sift through about 2000 mails a day, which meant that we were losing between four and five man hours every day.” He added: “We also had a number of complaints because spam was continuing to get through: the mail filter simply couldn’t cope with what was coming in and we were experiencing major delays in business critical email.”*

Hellermann Tyton’s had an existing relationship with Nebulas Security and the completion of several successful projects, including a firewall implementation led Lambert to ask Nebulas Security’s consultants about how it managed its own spam and unwanted email issues. Having implemented an IronPort solution to filter its own emails, Nebulas Security was able to provide first-hand experience, as well as technical information about the solution. An initial discussion with Nebulas Security showed that IronPort’s Secure Email



#### » Customer needs met

- » Elimination of spam and junk mail across the UK operation
- » Enabling in-house IT team to focus on strategic tasks, by freeing up 20-25 hours per week (from routine email administration tasks)
- » Dramatic reduction in network traffic: prolonging life of existing infrastructure and reducing bandwidth costs
- » Improved response times from IT support, leading to productivity gains across organisation
- » More resilient network, giving improved operational continuity

#### » Deployed Solutions

- » IronPort C150 Email Security Appliance



Appliance could address Hellermann Tyton's own email problems. During this discussion, Nebulas Security's consultant was able to log on remotely to the IronPort solution enabling Lambert to see the administration interface and key features for himself. Further research into other solutions led Lambert to conclude that IronPort's Secure Email Appliance was the way forward.

### » The Solution

Given the importance of continuous email availability to Hellermann Tyton, Nebulas Security recommended a pair of IronPort C150 Email Security Appliances: should the primary Appliance fail, the second unit becomes effective immediately and ensures continuity of email to the company's 250 email users.

The way that the IronPort Appliances filter spam made it a perfect match for Hellermann Tyton according to Nebulas Security. IronPort employs Reputation Filters™ which dispose of the majority of spam at the connection level. This technology combined with IronPort's IPAS Virus Outbreak Filters further reduces the likelihood of a SPAM email finding its target.

Due to the urgency of the situation and the long-standing relationship with Nebulas Solutions, Lambert's team curtailed its usual evaluation process. The IronPort Appliances were deployed within two weeks of the initial discussion and the deployment went live in mid July 2008.

The impact was instantaneous and beyond all expectations. In the first month, the Reputation Filters™ alone stopped in excess of 1.7 million emails – just over 96% of total traffic. A further 39,000 mails were correctly identified as spam later in the process and 32 viruses have been detected. Further analysis undertaken by the IT team revealed that 98.4% of all incoming email was junk.

*"I will remember 15th July 2008 as the day we stopped spam in its tracks," recalls Lambert. "It's had a huge impact on this business - there's been a massive drop in network traffic so we've made big savings in bandwidth and have been able to prolong the life of our Exchange servers. It's made it a much more reliable network."*

The profile of Lambert's team has also been boosted, he added: *"We're saving between four and five man hours every single day, so we can now resolve support issues more quickly. Several people have rung my team specifically to say thank you."*

### » The Future

Given the success of this project, Lambert has already commissioned Nebulas Security to deploy and install IronPort's solution for web content security later this year.

#### » Nebulas Solutions Group

- » Nebulas Solutions Group is a security, acceleration and virtualisation specialist.
- » Formed in 2001, Nebulas Solutions Group offers sophisticated technology solutions, consultancy and implementation expertise to help organisations address the key business issues of data security, acceleration and availability.
- » Nebulas Solutions Group comprises three divisions: Nebulas Security is the UK's leading provider of IT security, data privacy and compliance solutions. Nebulas Xcelerate provides leading WAN optimisation and applications acceleration solutions and Nebulas Virtualise offers market leading virtualisation solutions.
- » The Group's combined expertise helps organisations maximise the efficiency and security of their infrastructure, as well as reducing operating costs.
- » Based in London, Nebulas Solutions Group has more than 200 customers worldwide, including many blue chip and FTSE 250 organisations. For further information, go to [www.nebulassolutions.com](http://www.nebulassolutions.com)

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