

**Organization**

Aviza Technology, Inc.

Industry

Manufacturing

Security Solutions

Email Security Services:

- Anti-Virus
- Anti-Spam

Instant Messaging Security Services:

- POD

Number of Users

Approximately 700

“POD has always been a really good product. It offers another means for facilitating day-to-day communications among our global employee base, and is one of the most reliable ways to transfer files securely.”

- Dale Spencer**Vice President of Information Technology and Corporate Services**

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Case study

The Client

Aviza Technology, Inc., a world class designer, manufacturer, and seller of advanced semiconductor capital equipment and process technologies, provides systems for the global semiconductor industry and related markets. Their efforts focus specifically on designing systems that enable chipmakers to meet today's challenging technology and manufacturing requirements of advanced integrated circuits. To help customers achieve their manufacturing goals, they provide world class, 24x7 global product support, field service, and technical training.

The Challenge

In the beginning, Aviza decided to handle their email filtering and Instant Messaging services using in-house solutions. They soon realized, however, that they were facing serious issues since their only protection from spam was the junk mail filters in their Outlook mailboxes. As the company continued to grow and add more employees, this proved severely inefficient as some employees were receiving up to 200 spam messages per day. Managing this onslaught of spam became the responsibility of each individual user, which was a nuisance and distraction to the users.

For their anti-virus protection, any virus caught by their commercial software in their email server was routed into a quarantine database that was monitored by Aviza's Network Administrator. Although this offered protection against known viruses, Aviza lacked protection from unknown viruses and needed to continuously update their software with new signatures.

With their instant messaging solution, Aviza faced challenges with maintaining secure access for their employees worldwide. Initially, Aviza set up an Exchange server to use Windows Messaging. This had worked well within their firewall; however, it opened up potential security issues for employees working remotely outside of Aviza's offices. In order for them to connect to the instant messaging server they had to use a VPN or a custom install of the Windows Messaging application. Since the Windows Messaging application used a random number of ports to connect, it was deemed a security risk—there were too many ports that needed to be allowed on the firewall in order to facilitate remote users who needed instant messaging access. It was time for the company to find a new solution for their instant messaging needs—one that could be used by any of their employees regardless of their location.

The Solution

MessageLabs proved to be a smooth transition with an effective and reliable solution for their email and instant messaging security. With straightforward instructions and documentation, Aviza was able to quickly set up its network infrastructure and provide its users with the necessary instructions to get started.

By using MessageLabs Anti-Spam services, any potential spam is now filtered out before it even reaches Aviza's network. Employees now save valuable time by no longer having to weed through hundreds of spam messages to find their legitimate business emails. Each individual user can also personally monitor any of their captured spam using the Spam Manager interface—a critical component for any large business network. For their anti-virus protection, Aviza benefits from the protection of MessageLabs Anti-Virus services that quarantine all known and unknown viruses. Without having to worry about any signature updates or manually quarantining viruses, Aviza's IT group can focus their time and efficiently manage improvements to their existing network infrastructure.

To resolve their most significant issue concerning instant messaging security, Aviza implemented the MessageLabs POD product. According to Dale Spencer, Aviza's Vice President of Information

Technology and Corporate Services, “[Aviza] needed to find a solution that anyone could use anywhere and that’s the great thing about POD. As long as you have an internet connection it will work. POD has always been a really great product.” With the MessageLabs POD service being a managed service, they can transfer files securely from any of their remote offices and fabrication facilities, even if the recipient is offline. With full protection, employees at Aviza no longer need to logon to a VPN to use their instant messaging or open multiple ports on their firewall just for their users that work outside the offices to have IM access.

With MessageLabs now on the job, Aviza can breathe easier knowing that their network communications are secure and protected. This allows employees at the company to place their full focus on providing leading-edge process technology and systems for the global semiconductor industry and related markets.

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