



Organization

Henderson Brothers

Industry

Finance/Insurance

Security Solutions

Email Security Services:

- Anti-Virus
- Anti-Spam

Web Security Services:

- Image Control
- Content Control

Number of Users

100

“The accuracy of the solution was definitely worth every man hour that went in to making it happen. The service has been absolutely rock solid.”

**- Ethan Connor
IT Manager**

Case study

The Client

Established in 1893, Henderson Brothers has developed into one of the leading independent insurance agencies in the tri-state area of Pennsylvania, New York and New Jersey. Working in all areas of insurance and risk management, Henderson Brothers offers a broad range of products and services tailored to meet the needs of their customers. Designing and managing programs for thousands of individuals, as well as leading corporations, small businesses and non-profit organizations throughout the region, the agency prides itself on its expansive business capabilities.

The Challenge

For years, Henderson Brothers had an in-house solution comprised of anti-virus software on the mail server and a spam filter built into the SMTP proxy of the firewall. This design directed all potential spam to a single mailbox, which was being monitored by the tech support team. In turn, anytime a user wanted to double check that a piece of mail tagged as spam was indeed spam and not a false positive, they had to contact the tech support team for help. This process was inefficient and put a severe strain on the support team which had to devote a portion of their time to monitoring spam instead of adding value to the organizational goals. In addition to the resource drain, the set-up required additional storage space on the mail servers and did not provide a system in place to prevent traffic overloads caused by spam attacks. This left the network vulnerable to potential crashes and email latency caused by any unexpected influx in the use of their bandwidth.

Henderson's ability to prevent inappropriate images or content from coming in and out of their network was limited to standard expression statements that could be made within the SMTP filter firewall. According to Ethan Connor, IT Manager for Henderson Brothers, maintaining the email filters became very time-intensive and was no longer worth the effort. With this in mind, Ethan realized that his company needed a better solution and decided to transition over to the managed services of MessageLabs.

The Solution

Since the time Henderson Brothers implemented MessageLabs, all their spam is quarantined offsite. Other features like Traffic Management and SMTP Heuristics have also eliminated the strain that was placed on their network bandwidth. Therefore, any illegitimate email traffic is immediately slowed down and rejected before it even reaches their network. Furthermore, the MessageLabs Spam Manager interface allows each of their individual users to govern their own quarantine protection. This personalized feature has significantly cut down on the number of support calls received by their technicians and made it much more efficient for each of their employees to manage their spam.

To mitigate risks associated with violations of the company's email usage policy, Henderson Brothers also implemented the MessageLabs Image and Content Control services. Right away, the Image Control service was able to reduce the number of inappropriate file attachments included in Microsoft Office applications, such as Word and PowerPoint. As Mr. Connor noted, “that’s been a big, big win—a huge improvement for us!”

Since the transition to the MessageLabs services, Mr. Connor no longer has to worry about maintaining the complicated expression filters that offered limited protection or the potential latency problems within his network. The tech support team can more efficiently respond to service requests without their focus being detracted by spam or inappropriate images and content. Now that these reliable systems are in place to protect their network, Henderson Brothers can continue with greater ease of mind to deliver top quality insurance services.