

Fenwick & West LLP

For Fenwick & West LLP, deciding which anti-virus solution to choose was an open and shut case. Verdict: MessageLabs.



Fenwick
FENWICK & WEST LLP

Fenwick & West LLP (“Fenwick”) is a full service law firm that provides a complete range of legal solutions to technology and life sciences clients across the United States. With offices in Silicon Valley, CA, San Francisco, CA, Seattle, WA, and Boise, ID, Fenwick employs approximately 300 attorneys with an additional 400 staff that require uninterrupted Internet service in order to satisfy their clients’ needs.

A Formidable Challenge

Up until 2001, Fenwick had chosen to handle their email filtering in-house by means of an internal server with anti-virus scanning. At the time, this server was handling all of the communications requirements for two regional offices. However, as the organization continued to grow, the firm’s email volume was increasing at a dramatic rate. In addition to this, the frequency of virus attacks was becoming overwhelming.

“Our server was just getting hammered with all of these viruses, so it had to work harder just to block all of the unwanted emails coming in,” says Oliver Rebolledo, Network Systems Manager at Fenwick. “So the server was doing two things: blocking all of the bad emails, and letting the good emails come in. And this was taxing in terms of its resources. We thought that the server was working too hard, and we wanted to save our bandwidth for our users, not for this unwanted traffic.”

While the server and anti-virus scanning had done an admiral job in blocking most of these attacks, some had still managed to penetrate the security in place. This situation was causing a strain on the IT Help Desk, since they would be required to isolate the infected computers, and spend a considerable amount of time with them.

“There were a few viruses that got through our anti-virus software solution,” recalls Rebolledo. “And that would require our help desk to clean up that machine.”

With the proliferation of virus attacks and new strains appearing on a continual basis, the IT department also had to devote tremendous resources updating definitions and tending to their in-house solution as well. The amount of time required to satisfy these critical needs was preventing the IT department from working on their core competencies and projects.

All Evidence Pointed Towards A New Solution

Through networking organizations and other industry communications, the IT Department at Fenwick learned that several other prominent law firms had implemented the MessageLabs anti-virus solution and experienced tremendous success. While the firm considered purchasing a more robust server, they knew this would only address a portion of the challenges that the organization faced.

INDUSTRY

Professional Services

OFFICES

Mountain View, CA

San Francisco, CA

Seattle, WA

Boise, ID

WEBSITE

www.fenwick.com

MESSAGELABS SOLUTIONS

Email Anti-Virus

NUMBER OF USERS

700

“It’s known in our industry that MessageLabs is ahead of the curve, and their email anti-virus solution does exactly what it promises to do. MessageLabs beats everyone to the punch.”

Oliver Rebolledo
Network Systems Manager
Fenwick & West LLP

Why MessageLabs?

MessageLabs Services provide better threat protection than any other messaging and web security vendor – proven by our consistent record of stopping threats long before our competitors. We're unique in combining best-of-breed third-party offerings with our own predictive Skeptic™ technology – ensuring we maintain the most up-to-date knowledge base on Internet threats and deliver benchmark threat detection. Linking this knowledge with world leading global infrastructure and unmatched speed in sharing data across protocols, we act effectively even as threats converge and grow in sophistication.

“As a result of implementing MessageLabs, our available Internet bandwidth has increased by 75%, and our attorneys and staff have complete confidence in their emails and attachments.”

Oliver Rebollido

Network Systems Manager
Fenwick & West LLP



“We knew that our Internet pipe would continue to get hammered,” says Rebollido. “So we started looking at a hosted solution where the email gets blocked before it hits our environment. And that’s how we came upon MessageLabs.”

After reviewing what MessageLabs could offer in more detail, it was clear that this was indeed the ideal fit for what the IT department was looking for: a fully-managed, external, comprehensive anti-virus solution that could be implemented seamlessly and supported by a 100% guarantee.

“We cannot afford any kind of slowness,” added Rebollido. “The fact that MessageLabs has multiple datacenters all over the world, with no interruption of service, well, that is the key for our users.”

The implementation of MessageLabs email anti-virus was effortless for the IT department and transparent to the attorneys and employees who were conducting business as usual during the transition. Immediately, the company felt a difference. The speed of communications increased dramatically, employees now had complete confidence in their emails and attachments, and the IT department was able to devote significant resources to new programs since the task of updating definitions and trouble shooting user machines was eliminated.

“Our attorneys no longer have to ask themselves, ‘Is this a legitimate attachment that I am about to open up?’,” says Rebollido, “They can rest assured that everything coming in now is a legitimate. They do not have to worry about possible viruses. This is crucial for our business.”

The increase in bandwidth has been dramatic as well – by upwards of 75%. Now the firm is allocating bandwidth to useful content, and they no longer worry about attacks.

“Video and voice are now prevalent, so now we are able to devote a lot of our bandwidth to Voice over IP and such over the Internet as well,” says Rebollido, adding “MessageLabs email anti-virus has done its job. It does exactly what it is supposed to do, and it beats everyone to the punch.”

For more information about a proactive email security service, working around the clock and around the globe, visit www.messagelabs.com

SOLUTION AT A GLANCE

Key Challenges

- Reduce strain on IT Help Desk
- Reduce viruses and associated downtime

Business Results

- Viruses are blocked before they reach Fenwick, eliminating the risk of outbreaks
- Pace of business has increased, and attorneys and staff have confidence in their email and opening attachments
- Managed service allows for the IT Department to focus on core competencies
- Appropriate utilization of Internet bandwidth