



99 Percent of Spam eliminated—Postini proves value during SoBig Attack—Delivers “holistic” email protection

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Aaron Barak,
Team Manager and Architect
of Directory & Messaging
Services,
Business Objects

RESULTS AT A GLANCE

- Spam Eliminated
- Productivity Restored
- Reduced Cost

THE PROBLEM

Existing Anti-spam Method Ineffective and Time-Consuming

Business Objects is the world’s leading business intelligence software company, with nearly 4,000 employees and more than 26,000 customers in more than 80 countries. With its global operations headquartered in Paris and San Jose, Calif., Business Objects boasts 82 percent of the Fortune 500 companies as its customers for business intelligence. Business Objects has experienced steady growth in dominating the business intelligence market and recently expanded its operations through the acquisition of Crystal Decisions, the market leader in enterprise reporting.

At the software company’s IT centers, Aaron Barak, Team Manager and Architect of Directory and Messaging Services, and various other key IT contributors were receiving a growing number of complaints about spam from employees across the globe. As complaints about offensive messages and spam multiplied, the Business Objects team recognized that its existing freeware anti-spam product had become costly to maintain and largely ineffective.

With its acquisition of Crystal Decisions, however, the Business Objects team had an opportunity to challenge the status quo that existed before the acquisition. That’s because Crystal Decisions was using Postini, a leader in providing anti-spam and email security protection as a managed service.

THE SOLUTION

Postini Proves Its Value During SoBig Virus Attack

Quite by chance, an email borne virus attack helped to prove the value of the Postini managed service approach to email security and protection. During a virus attack in early 2004 that wreaked havoc on email systems and networks across the world, Crystal Decisions—using Postini’s email security managed service—was virtually unaffected by the virus known as SoBig. Because Postini sits between the Internet and the enterprise’s email gateway, the managed service is able to identify and stop spam as well as viruses and other threats before they can impact an enterprise email system—without consuming email system bandwidth or IT staff time resources. This “real world” test, helped to convince management that Postini was the right anti-spam solution for Business Objects’ worldwide operations.

THE RESULTS

99 Percent of Spam Eliminated. IT Embraces “Holistic” Email Protection.

Activating Postini for Business Objects produced immediate results, according to Barak. “Our user community had gotten used to spam, but one day they came to work and spam was essentially gone from their inboxes,” he said. “They were sending us ‘Thank you’ and ‘Love it’ emails right after implementation.”

“Email at Business Objects is ranked as our number one internal application,” Barak continued. “Not only did Postini get rid of our spam problem, it gave us an extra layer of anti-virus protection at the perimeter. We’ve not had a serious e-mail borne virus outbreak since activating Postini.”

“With Postini as our trusted partner, we have been able to separate our corporate e-mail servers from our internal applications SMTP traffic and provide an extra layer of virus scanning for our email communications.”

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Barak cited reduced hardware and labor costs, as well as reduced complexity, as major benefits of the Postini service. “With Postini as our trusted partner,” he explained, “we have been able to separate our corporate e-mail servers from our internal applications SMTP traffic and provide an extra layer of virus scanning for our email communications.”

Barak noted that Business Objects was able to eliminate an entire DMZ infrastructure layer by using the Postini service, and consolidate its worldwide email servers from 46 to 18.

Barak also remarked that Postini’s large customer base and extensive experience processing more than a billion messages every week helped to assure executive management at Business Objects. Echoing comments reserved for leading providers in the computer industry, Barak said, “You’re never going to be fired for using Postini.”

“Postini is an enterprise email security solution that enables us to eliminate spam, improve our anti-virus protection, and reduce the cost and complexity of our email system,” Barak concluded. “Spam and email viruses are manageable because we don’t have to manage it ourselves anymore.”



ABOUT POSTINI

As the leader in Integrated Message Management, Postini protects businesses from a wide range of email, instant messaging (IM) and Web threats, provides message archiving and encryption, and enables the management and enforcement of enterprise policies to meet regulatory compliance requirements.

Corporate Headquarters

San Carlos, CA USA
Toll-free: 1-866-767-8461
Email: info@postini.com
www.postini.com

EMEA Headquarters

London, UK
Tel: +44 (0)20 7082 2000
Email: info_emea@postini.com

Asia Pacific Headquarters

Tokyo, Japan
Tel: +81 80 3089 7470
Email: info_apac@postini.com

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