

# MessageLabs

## E-mail filtering and its use at Newham College of FE



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# Physical Environment

- Two Main Campuses – One at East Ham and the other at Stratford.
- Ten small tertiary sites.
- Recently acquired NewTEC – a small college specialising in Childcare.



# Technical Environment

- Novell provides file, print and authentication.
- Windows 2003 applications servers.
- Exchange 2003 e-mail system.
- All data stored on replicated EVA4000 SANs located at the main campuses.
- Around 2300 student and staff PCs.
- 2 x 100 Mbits/sec Internet links via LMN.
- Core business systems running Oracle 10g.



# End User Environment

- 700 staff e-mail accounts using Exchange 2003 and the MessageLabs E-mail filtering service.
- 22,000 students which equates to 7300 FTE students - have e-mail accounts but provided via the College's VLE which is outsourced.



# Prior to March 2005

- E-mail filtering was managed in house using Clearswift's mimesweeper product.
- Self-managed.
- Concentrated.
- Locally network attached hardware.
- Located in DMZ.



# Issues we were encountering

- Difficult to set precise screening policies
- Difficulty in managing the volumes of e-mails and spam.
- Had to review caught e-mails
- Who should check suspect e-mail and its content – protection of the individual
- Resource intensive
- Single-point of filtering and therefore failure
- Potential bottleneck
- Dedicated hardware required
- Support and Maintenance of the platform required
- Costly in terms of staff, hardware and software



# MessageLab Services Used

- Email Anti Virus, Anti Spam, Image Control.
- Looking to extend the service to Email Anti Virus, Anti Spam, Image Control and Content Control in March 2008.



# Benefits of the MessageLab services

- More robust and resilient service
- Removed single point of failure.
- System management overheads removed.
- Day to day management all but removed.
- Protection of the Individual.
- Less expensive.
- Strong and adhered to SLAs.
- Easy configuration and reporting



# MessageLabs offer robust SLAs

- 100% protection against known and unknown viruses.
- 0.0001% e-mail false positive capture rate.
- 100% e-mail delivery guarantee.
- 100% e-mail service availability.
- Spam 99% capture rate (95% Asian Characters).
- 0.0003% spam false positive capture rate.
- E-mail latency less than 60 seconds.



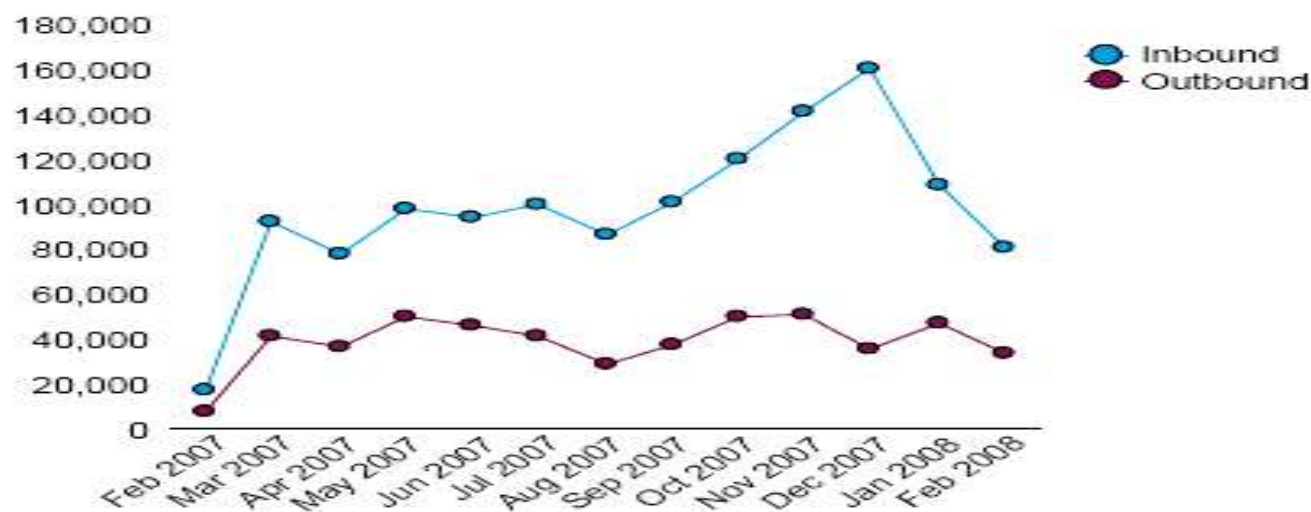
# Configuration and Reporting

- Accessible and configurable via the Web
- Easy to use Dashboard displaying key data
- Summary reports available
- Detailed reports available
- Export to pdf file in a report format.



# E-mail volumes

**Total Email Volume - Inbound and Outbound**

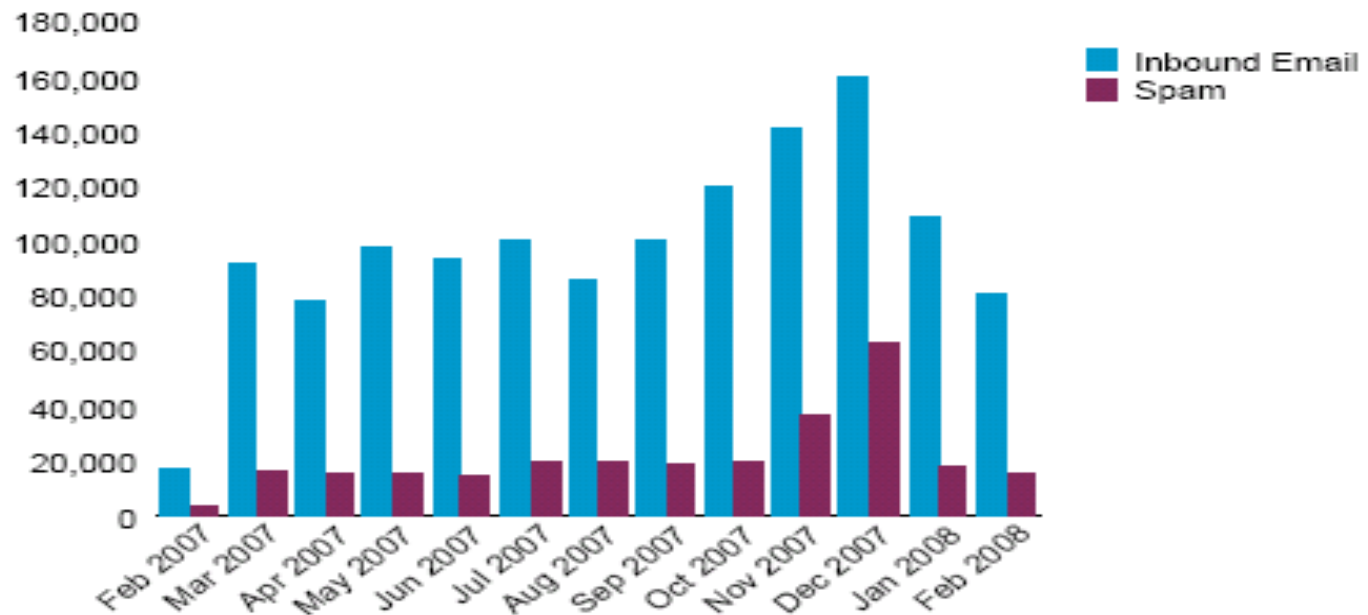


**Total Email Volume Inbound and Outbound by Domain**

Domain Name	Mail Inbound	Mail Outbound
newham.ac.uk	1,269,957	501,577
<b>Total</b>	<b>1,269,957</b>	<b>501,577</b>

# E-Mail and Spam volumes

### Mail and Spam Volume Inbound

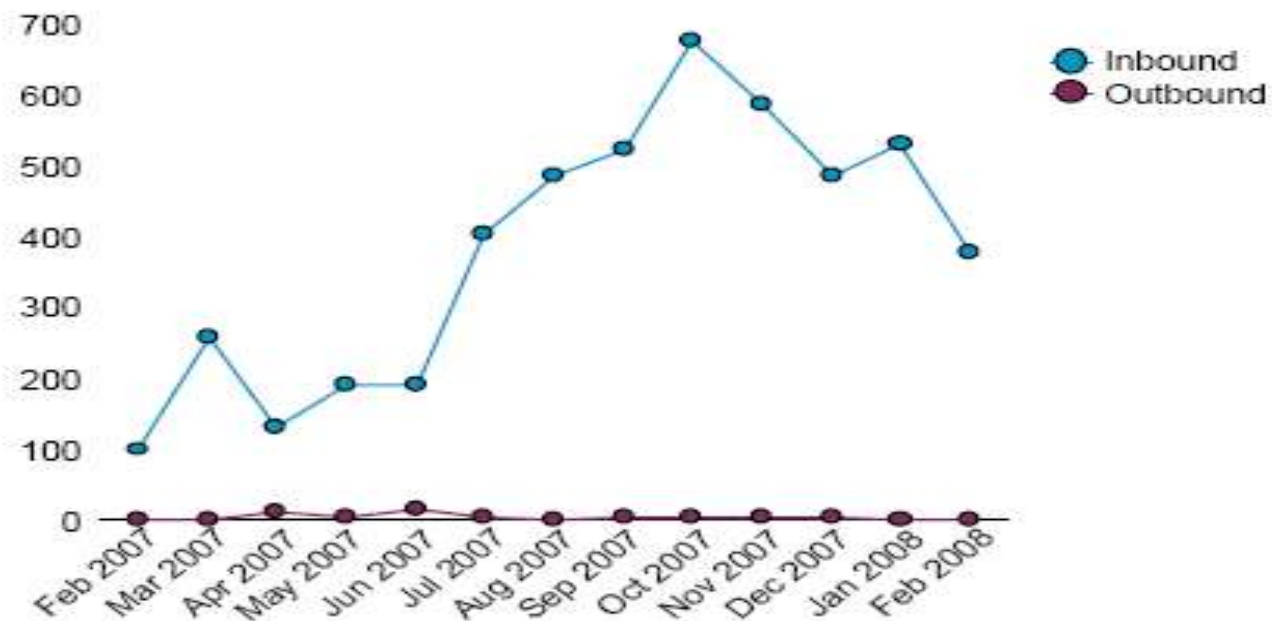


### Mail and Spam Volume by Domain

Domain Name	Total Email Volume	Spam	Spam %
newham.ac.uk	1,269,957	273,526	21.54
<b>Total</b>	<b>1,269,957</b>	<b>273,526</b>	<b>21.54</b>

# E-Mail borne Viruses

Virus Volume Inbound and Outbound



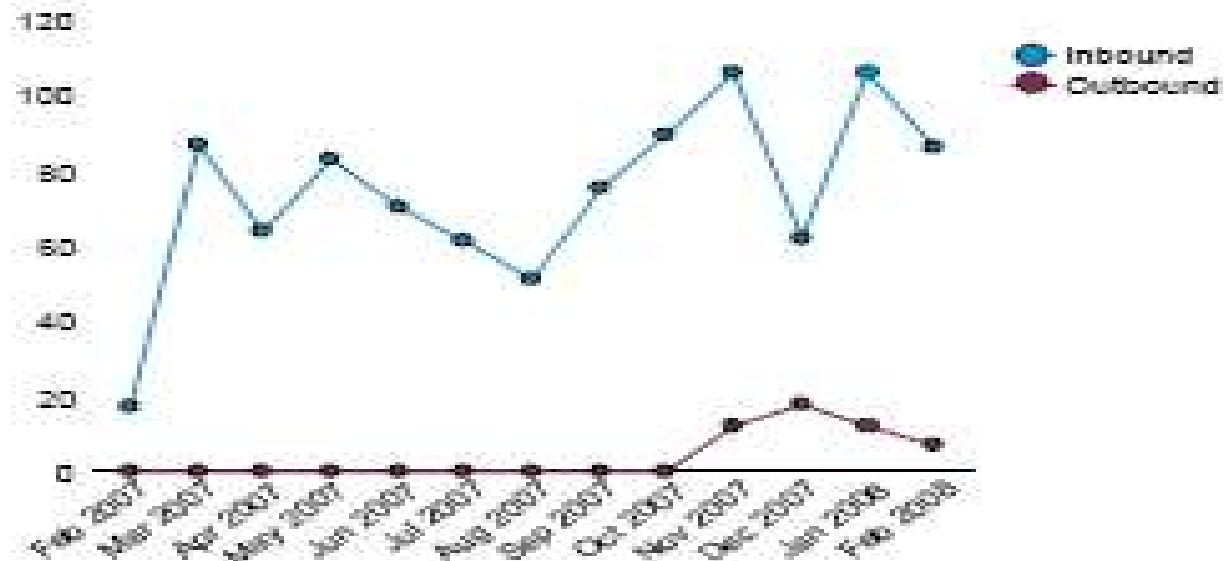
Mail and Virus Volume Inbound and Outbound by Domain

Domain Name	Mail Inbound	Virus Inbound	Virus Inbound %	Mail Outbound	Virus Outbound	Virus Outbound %
newham.ac.uk	1,269,957	4,911	0.39	501,577	44	0.01
<b>Total</b>	<b>1,269,957</b>	<b>4,911</b>	<b>0.39</b>	<b>501,577</b>	<b>44</b>	<b>0.01</b>



# E-Mail and Image control

Image Control Volume Inbound and Outbound



Mail and Image Control Volume Inbound and Outbound by Domain

Domain Name	Mail Inbound	Images Intercepted - Inbound	Images Intercepted - Inbound %	Mail Outbound	Images Intercepted - Outbound	Images Intercepted - Outbound %
msnham.ac.uk	1,289,957	957	0.08	504,577	49	0.01
Total	1,289,957	957	0.08	504,577	49	0.01



# E-Mail Intercepts by Service

## Total Email Volume Intercepted by Service

	Total Email		Anti Virus		Anti Spam		Image Control	
	In	Out	In	Out	In	Out	In	Out
Feb 2007	16,765	7,212	98	0	3,293	0	17	0
Mar 2007	91,791	41,233	256	1	15,697	0	87	0
Apr 2007	77,726	35,978	130	9	14,580	0	64	0
May 2007	97,218	49,314	191	4	15,130	0	83	0
Jun 2007	93,212	45,489	189	14	13,865	0	70	0
Jul 2007	99,569	41,135	400	4	19,871	0	61	0
Aug 2007	85,918	28,842	483	0	19,365	0	51	0
Sep 2007	100,098	37,452	519	4	19,383	0	75	0
Oct 2007	119,268	49,211	673	2	19,860	0	89	0
Nov 2007	140,310	50,850	584	4	36,164	0	106	12
Dec 2007	159,568	35,541	485	2	64,586	0	62	18
Jan 2008	108,502	46,454	527	0	17,603	0	106	12
Feb 2008	80,012	32,666	376	0	14,129	0	86	7
<b>Total</b>	<b>1,269,957</b>	<b>501,577</b>	<b>4,911</b>	<b>44</b>	<b>273,526</b>	<b>0</b>	<b>957</b>	<b>49</b>



# Solution offers value for money

- Email Anti Virus, Anti Spam, Image Control for 700 users £3600 + vat.

£6.04 inc vat per user per annum

- Email Anti Virus, Anti Spam, Image Control & Content Control for 700 users £4998 + vat.

£8.39 inc vat per user per annum



# Our experience with MessageLabs and LMN

- First Class Service and experience.
- Install configure and to a large extent forget about the problem.
- No outages or non-availability in 3 years.
- Very few issues raised from users of the e-mail system.
- Very affordable for staff e-mail accounts.
- Perhaps less affordable if you wish to deploy across the entire student population, due to their large number.