

## DaimlerChrysler UK

## AUTOMOTIVE

DaimlerChrysler's UK distributor of Mercedes-Benz, and other group brands, was unhappy with the amount of spam getting past its email security solution and the high levels of maintenance required. Installing the Sophos Email Security Appliance blocked 100,000 extra unwanted and malicious emails in the first three weeks. The reduction in administration is expected to contribute to a 25% saving in IT messaging infrastructure costs over three years.



### Key facts

#### Company

DaimlerChrysler UK

#### Headquarters

Milton Keynes, UK

#### Size

460 dealers

3500 users

#### Solution

Sophos Email Security Appliance

## Business challenge

DaimlerChrysler UK is responsible for the distribution, sales and marketing in the UK for Mercedes-Benz and a number of other well-known vehicle brands, such as Chrysler, smart, Jeep and Dodge. The company distributes its products through 460 retailers across the country, and relies heavily on email for customer, supplier and internal communications.

As each retailer has a localised website containing contact information, it is potentially easy for cyber criminals to access employee email addresses.

According to Robert Cox, messaging service team leader at DaimlerChrysler's Milton Keynes headquarters, "The number of websites we have, and the visibility of our email addresses, increases our vulnerability to phishing and other attacks by spammers."

Despite using a leading software-based product to protect the company's email, Cox's team consistently received user complaints that their inboxes were plagued by unsolicited emails. An additional problem posed by the existing

*"Results with the Sophos ES4000 have been excellent – our users say they no longer have a problem with spam."*

*Robert Cox, Messaging Service Team Leader, DaimlerChrysler UK*

solution was the extremely high level of maintenance resulting from the need to install security patches manually. The company decided to find a better form of defence against cyber crime and the nuisance of unwanted email, and to achieve a reduction in the total cost of ownership associated with managing its email security.

## Technology solution

Several options from leading security firms were considered before Sophos's ES4000 Email Security Appliance was chosen for its plug-and-play capability, ease of management and effectiveness. Featuring an intuitive web-based interface and automated security updates, the enterprise-grade ES4000 protects against the growing threat of viruses, Trojans, spyware, spam and policy abuse in both inbound and outbound email traffic.

"We wanted a single-vendor solution from a trusted name with proven anti-virus and anti-spam expertise," says Cox. "Sophos really impressed us with second-to-none pre-sales and post-sales support. On top of this, its combined hardware and software products work seamlessly together – requiring minimal maintenance on our part. Results have been excellent so far – many of our users have commented on the difference and unsolicited emails are no longer a problem for us."

The Sophos appliance is the latest generation of enterprise-class gateway solutions, designed to deliver superior email protection. Its web-based management console provides complete visibility and control of the email infrastructure, simplifying administration and enhancing the decision-making process. The appliance also meets Cox's other cost reduction objectives, as it requires minimal maintenance and no operating system patching. Many of the benefits normally associated with a managed service are included, as the ES4000 is continuously monitored by Sophos and all security updates take place automatically, every five minutes. Furthermore, built-in system redundancy and diagnostics, together with automated capacity optimisation, ensure maximum uptime.



## Business results

Implementation of the Sophos appliance has enabled the successful protection of all email traffic at the car company's nationwide dealerships. More than 3500 users at DaimlerChrysler are now benefiting from the deployment of the Sophos solution. The installation easily allows the messaging service team to handle end-user email tracking requests, rather than having to call in third-party specialists. In addition, Sophos's remote monitoring and on-demand remote assistance greatly reduces administration. The cut in administrator and network overheads, together with lower licensing and support costs, is expected to save the company an estimated 25% in IT operating expenditure within three years.

Prior to this implementation, Cox's team typically received two to three complaints about spam and phishing emails each day. During three weeks of live usage, the Sophos appliance detected and blocked more than 100,000 extra spam and malware emails than the previous solution, with no false positives – and the team received only one complaint about spam. The higher efficiency of spam detection has also resulted in the quarantining of an additional 800,000 spam messages.

"After three months in use, the ES4000 has proved to be stable, consistent and effective in the fight against spam," concludes Cox. "Both IT and the rest of the business have seen a real benefit from the implementation of the Sophos solution."

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