

JANET(UK)

HIGHER EDUCATION

JANET(UK) manages the network linking the UK's education and research organisations. It turned to Sophos in 2007 to help eradicate the problem of spam swamping employee inboxes. The deployment of Sophos Email Appliances, part of Sophos Email Security and Control, has not only solved this, but their simple-to-use management console has also freed up IT resources.



Business challenge

JANET(UK) manages one of Europe's largest computer networks, connecting all universities, further education colleges, research councils, specialist colleges, community learning centres and schools in the UK. A total of 18 million students and staff – academic, research and administrative – depend on JANET(UK) to ensure they can access network services as well as share research and resources.

All user enquiries are dealt with by JANET(UK)'s Oxfordshire-based team, and the sheer number of users means that staff must process a vast quantity of email messages each day. The challenge facing JANET(UK) was that, alongside receiving business-critical emails, staff inboxes were being clogged up with spam and email-borne malware. Indeed, even though the company was deploying a combined anti-spam and anti-virus filter at its

email gateway, employees were still each receiving between 20 and 50 unsolicited messages per day.

Sifting through unwanted and often offensive emails was negatively impacting employee productivity and morale. In addition, the company's ICT department was spending an unacceptable amount of time monitoring the status of the email filter, to ensure that it was working effectively.

In mid-2007, JANET(UK) decided it was time to replace its email protection and started to review gateway products from many of the world's leading security vendors. Not only was it critical that the new solution could block and quarantine a significantly higher proportion of spam and malicious emails, it was also vital that it was easy to manage and support.

Key facts

Organisation

JANET(UK)

Locations

Oxfordshire and Berkshire, United Kingdom

Number of users

130

Solutions

Sophos Email Security and Control – ES4000 Email Appliance

"We are thrilled with Sophos and the the drastic reduction in unwanted email, which formerly flooded our inboxes... Now we're able to leave the appliance alone, safe in the knowledge that it's self-sufficient."

Peter Kent, Head of ICT Services, JANET(UK)

Technology solution

To boost protection against email-borne spam and malware, while at the same time reducing the overhead of managing its email defences, JANET(UK) opted to deploy two Sophos ES4000 Email Appliances at its office in Oxfordshire and at its backup facility in Berkshire.

Part of Sophos's Email Security and Control portfolio, the ES4000 appliance is ideal for organisations which, like JANET(UK), send and receive large numbers of emails. Each appliance is capable of scanning as many as 80,000 messages per hour while a large on-board message quarantine removes the need for additional storage.

Crucially for JANET(UK), the appliance delivers advanced security by blocking and/or quarantining approximately 99 percent of all phishing messages, spam and other email-borne threats at the gateway, before it reaches user inboxes. This high detection rate is possible because the ES4000 incorporates Sophos Genotype® technology, which proactively blocks families of viruses and spam campaigns. Even the most sophisticated campaigns, such as those which use images, MP3 files and other attachments in order to obfuscate their slogans, are picked up by the Sophos ES4000. In addition, the appliances are automatically updated to protect against the very latest threats, as often as every five minutes.

To bolster defences further, the ES4000 includes Sophos's Behavioral Genotype Protection. This technology successfully prevents zero-day attacks, proactively detecting new malware threats before their code is able to execute.

By simplifying administrative procedures and automating regular maintenance tasks, Sophos's ES4000 also frees up the ICT department's time and resources. For example, staff can set and enforce email policies, generate detailed reports and reconfigure the appliance using a simple-to-use, "three-clicks-to-anywhere" management dashboard.



Remote "heartbeat" monitoring and 24/7 support from Sophos ensure that the appliances are always online and working optimally. To provide extra assurance, each appliance contains a redundant hard disk and power supply.

The appliance also gives JANET(UK) the option to scan outbound email messages for sensitive data, keywords or phrases, as well as certain file attachment types. This capability, alongside the Sophos ES4000's encryption features, provides an effective defence against the leakage of confidential information via email.

Business results

Since the deployment of the Sophos ES4000 Email Appliances, JANET(UK)'s employees have noticed a marked reduction in the number of unwanted emails hitting their mailboxes, now typically receiving only one or two unwanted emails rather than the 50 they were previously having to contend with. On average, Sophos prevents 100,000 unsolicited messages from entering JANET(UK)'s email network every month.

The Sophos solution has also boosted productivity by cutting down the amount of time staff need to spend managing their email defences. As Peter Kent, Head of ICT Services at JANET(UK) states, "Our ICT administrators are thrilled with the drastic reduction in unwanted email, which formerly flooded our employees' inboxes. They are also impressed with the low level of maintenance that is required to look after the system. Now we're able to leave the appliance alone, safe in the knowledge that it's self-sufficient."

To find out how Sophos products can help protect your organisation, visit www.sophos.com/products