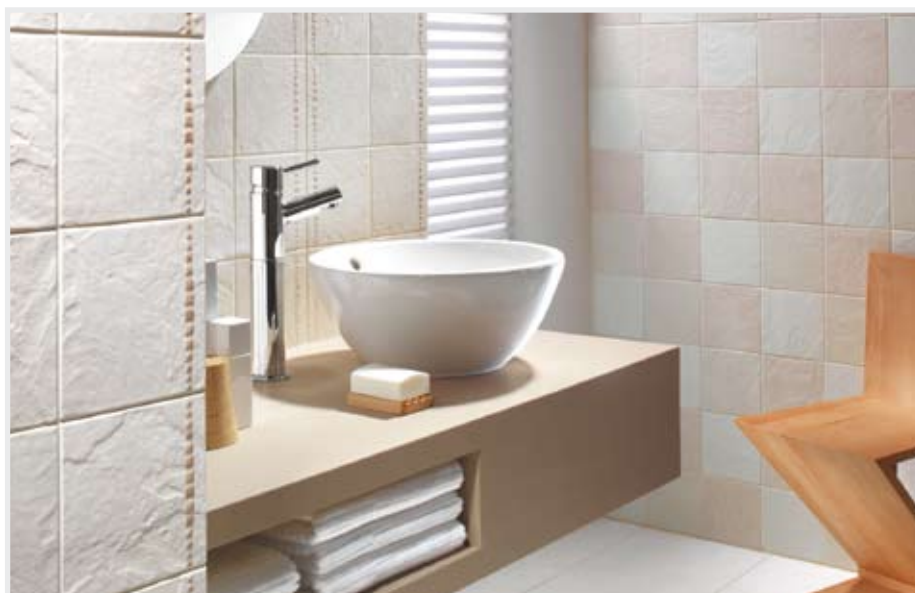


## Pilkington's Tiles Group

## MANUFACTURING

A successful manufacturing company such as Pilkington's Tiles Group processes a lot of email, some of which is unwanted. However, its existing gateway security solution relied on the manual release of blocked messages. The company installed a Sophos Email Security Appliance that provides automatic protection against spam and malware right out of the box, with no need for specific configuration or manual intervention to deliver legitimate mail.



### Key facts

**Company**

Pilkington's Tiles Group plc

**Headquarters**

Manchester

**No of users**

100

**Email traffic**

3000 per day:

2000 inbound, 1000 outbound

**Solution**

Sophos Email Security Appliance

## Business challenge

Pilkington's Tiles Group designs, manufactures and distributes a wide range of wall and floor coverings, from ceramic and natural stone tiles to specialised domestic and industrial flooring. The group's comprehensive product portfolio is available to architects and specifiers, building contractors and house builders, as well as independent retailers, builders' merchants and major DIY stores.

The Pilkington's brand is recognised around the world, and the company carries out extensive research into colour, furniture and sanitaryware developments in order to provide the construction industry with innovative designs and

technical expertise that meet the latest market demands and trends.

The company has around 350 staff at locations in Manchester and Poole, Dorset – of which 100 are email users – plus a number of branded retail outlets. In common with many medium-sized organisations, Pilkington's Tiles Group has difficulty in maintaining the privacy of individual email addresses. The result is that up to 40% of the 2000 inbound messages it receives every day is junk mail – some of which is offensive.

An existing gateway solution from Clearswift blocked mail unselectively, requiring IT staff to sanction the release

*"Our previous solution gave us big problems with servicing our users. The Sophos Email Security Appliance just does its stuff – apart from checking the system every couple of days, I don't really think about it any more."*

*Chris Elliott, Group IT Manager, Pilkington's Tiles Group plc*

of all genuine messages up to six times a day, creating a significant administrative overhead. Chris Elliott, Group IT Manager at Pilkington's, also found the product very complex to configure. "Clearswift wasn't intuitive in any way," he says. "There were no wizards or graphic aids – you really needed to be a trained systems engineer to get it to work. We decided to replace it because of the administrative burden of configuration and the number of mistakes we were making because we had to release mail to our users manually."

## Technology solution

Chris Elliott looked at several Windows and non-Windows solutions, and decided he wanted an easy-to-install appliance from a reputable vendor, with a non-Windows operating system. He explains, "We already used Sophos Anti-Virus to protect our desktops, so I knew their track record, and I was keen to avoid any further Windows vulnerability." He chose the Sophos Email Security Appliance as it has a hardened FreeBSD operating system and includes pre-set configurations and policies. His confidence was boosted by the knowledge that, in the event of failure, Sophos can ship a replacement unit within 24 hours. "This has enormous implications for disaster recovery," he says. However, the risk of total failure is substantially reduced, as the appliance uses remote "heartbeat" monitoring of system connection status, enabling Sophos to pre-empt potential problems.

Installation and configuration was a model of simplicity, according to Elliott. "In terms of deployment, it couldn't be easier – we just took it out of the box and plugged it in," he claims. "We are using the default configuration, and I have implemented a fairly aggressive email filtering policy that rejects things like encrypted messages. I did call a colleague about a small technical issue, but the startup guide was great and I haven't needed to call Sophos at all." Should extra help be required, the Sophos appliance offers on-demand remote assistance via a secure connection.

The industry-leading protection provided by the Sophos Email Security Appliance safeguards against spam, viruses, spyware and Trojans, blocking or quarantining up to 98.9% of



unwanted email, as well as enforcing inbound and outbound email content policy. Its web-based management console provides at-a-glance views of system performance and simple "three-clicks-to-anywhere" navigation. As Chris Elliott says, "The system dashboard tells you all you need to know and the search facility is great for finding specific emails in the quarantine. Apart from checking the system every couple of days, I don't really think about it any more."

## Business results

"We don't have particularly complex needs, and our small team doesn't have time to get involved in supervising email distribution. The Sophos appliance has almost eliminated administration, which more than justifies the investment," says Elliott. "We used to have to check the anti-virus status of the Clearswift product frequently, and last year when a virus did get through, it took us a day and a half to clean the infected machines. The Sophos appliance updates itself automatically every five minutes, and sends me an email wherever I am if there is any condition I need to know about. Otherwise, it just does its stuff and lets me focus on more strategic business priorities."

Chris Elliott's users are happy that their mail arrives as expected, with little or no spam and no false positives. Although the appliance enables end users to manage their own allow and block lists, staff are satisfied with the default filtering. In particular, the tests on spammer reputation provided by the Sophos IP Block List ensures that no more offensive material gets through to inboxes.

Summing up, Chris Elliott says, "Servicing our users was previously a huge burden, especially during holiday periods. The Sophos Email Security Appliance has changed the way we work. I have already recommended it to a colleague in the IT business."

To find out how Sophos products can help protect your organisation, visit [www.sophos.com/products](http://www.sophos.com/products)