

BARGREEN ELLINGSON

CASE STUDY

INDUSTRY:
Restaurant Supply

WEBSENSE INTEGRATION:
Websense Hosted Email Security

"The real benefit for us is that most of the spam never even hits our network."

Daryl Ehrenheim
Network administrator
Bargreen Ellingson



Bargreen Ellingson Puts the Lid on Viruses, Phishing, and Malware with Websense Hosted Email Security

Since 1960 Bargreen Ellingson has provided restaurant equipment, restaurant, kitchen and bar supplies, and restaurant design services to fine restaurants throughout the Northwest, Hawaii and Canada. They carry over 10,000 different products, specializing in hard-to-find items. Each location offers a multitude of services including restaurant design, project management, installation and delivery.

Problem

Bargreen Ellingson's email users were being barraged with spam. The content ran the gamut from ads for Viagra, to financial phishing, to Nigerian money laundering schemes. Employees were complaining about the sheer volume of spam—some of it offensive, all of it distracting and time-consuming.

Email complaints started pouring in to Daryl Ehrenheim, network administrator for Bargreen Ellingson. Ehrenheim is responsible for servers and services for 250 computers, 60 of which are laptops belonging to mobile users. The company has computers in a dozen locations throughout the Northwest and Hawaii. As Ehrenheim started to investigate the increasing spam complaints, he noticed a corresponding impact on the company's Internet bandwidth. He was concerned about some of the risks associated with spam, such as viruses, phishing attacks and unintentional malware or spyware downloads. He had to find a solution.

Ehrenheim is a fan of open-source software, so he initially experimented with ASSP, an open-source solution. He developed black lists and white lists and calculates he spent four or five hours per week, just trying to keep his lists current. He quickly realized he had issues with the product configuration—and trying to manage the product simply took too much time. While he was working out those issues, he also had to deal with employees missing critical emails because of over-filtering. Requests to allow or disallow email addresses were beginning to pile up.

He researched a variety of alternatives, such as the Tumbleweed Appliance, but none of them seemed to provide the spam protection he needed in an easy-to-manage format. He called Northwest Computer Support, a solutions reseller, for advice, and was introduced to the hosted email security services provided by Websense®.

Ehrenheim decided to give Websense Hosted Email Security a try for the 30-day evaluation period. His reseller installed the service, and Ehrenheim was happy to discover that the product was straightforward and very effective. When he began looking for a solution, his company was receiving 15,000 to 20,000 emails per day. Out of those, only 3,500 to 4,000 were relevant business messages. That meant 85 percent of email entering the server was spam. Ehrenheim was delighted to see that Websense Hosted Email Security quickly put a stop to most of his spam problem, "If you compare MailControl (now called Websense Hosted Email Security) to what we were using before, it's like night and day!"

Results

Ehrenheim isn't sure how much time staff previously spent on spam clean up, but he is confident that Websense Hosted Email Security has removed one of their greatest distractions—spam. "One of the attractions of MailControl (now called Websense Hosted Email Security) was that I didn't want my users to have to change the way they already work," he says. When asked if employees are happy with the Websense solution, Ehrenheim says that employee complaints have all but disappeared: "When I don't hear from them, it means that they are happy."

Besides finding the service intuitive and easy to set up, Ehrenheim felt that the price-point was right where he wanted it. But he stressed that the decision was more than just a monetary one. "We've reduced the amount of traffic on our network, which is invaluable. If I had an appliance sitting here at my location, all those emails

would still be using my T1 pipe to get in. I'd still be generating a lot more Internet traffic than needed." Websense Hosted Email Security stops spam out "in the cloud," before it ever reaches the gateway, saving crucial bandwidth. Real-time online management tools make it easy to define and enforce security policies. The end-user selfservice and quarantine management tools relieve the burden on IT staff, and the on-demand statistics and message reporting help Ehrenheim understand what's happening on his network.

Unregulated spam is an invitation to an IT nightmare. With Websense Hosted Email Security, Ehrenheim is assured that spam and all its attendant risks in the guise of malware, viruses, spyware, etc. no longer pose a threat. The spam problem has been alleviated, not only for the staff, but for the company as a whole. He sums up by saying, "The real benefit for us is that most of the spam never even hits our network."

About Websense

Websense, Inc. (NASDAQ: WBSN) is the worldwide leader in Web filtering, and the premier provider of Web security and desktop security software. Websense products are preferred by leading Fortune 500 and FTSE customers, as well as government agencies and educational institutions. Websense products increase employee Internet productivity and secure organizations from emerging Internet threats by providing a proactive Web security component that compliments traditional security solutions. Only Websense delivers flexible, integrated policy enforcement at the Internet gateway, network, desktop, and remotely with over 22 million seats under subscription, ranging in size from 100-person firms to many of the world's largest corporations.

Websense, Inc.

San Diego, CA USA
tel 800 723 1166
tel 858 320 8000
www.websense.com

Australia
websense.com.au

Brazil
portuguese.websense.com

Colombia
websense.com.es

France
websense.fr

Germany
websense.de

Hong Kong
websense.cn

India
websense.com

Ireland
websense.co.uk

Websense UK Ltd.

Chertsey, Surrey UK
tel +44 (0) 1932 796300
fax +44 (0) 1932 796601
www.websense.co.uk

Italy
websense.it

Japan
websense.jp

Mexico
websense.com.es

PRC
prc.websense.com

Spain
websense.com.es

Sweden
websense.co.uk

Taiwan
websense.cn

For more information and a FREE trial of Websense Hosted Email Security, visit websense.com

