![FirstWave Cloud Security Technology logo]

CASE STUDY

Cost-effective, scalable security for 30 million emails a month

FirstWave Cloud Security helped a large-scale educational organisation enhance its service scalability, security and cost-effectiveness.

Key Highlights

Implementation of cloud security gateway regulating more than 30 million emails a month

Real-time threat intelligence, advanced content control, with ease and flexibility in reporting, archiving and managing organisational policies

Seamless and transparent integration with existing Google mail hosting

Quick deployment with minimal disruption

Full-service support delivered 24/7/365

Overview

This case study documents an email security solution implemented by FirstWave Cloud Security for a large-scale educational organisation. The organisation is committed to improving social and economic well-being through high-quality education and training. It's also responsible for connecting all stages of education, providing support to specific community groups while delivering email services to more than one million end users. The proposed solution demanded an end-to-end email security service to protect user data from a range of threats including malware.

Challenge

Despite an existing solution being functionally sound, the organisation wanted to examine the economic viability of a next-generation solution. Any proposed solution had to follow stringent regulatory requirements and integrate with an existing network gateway, which oversaw more than 30 million emails every month. Primarily, the solution needed to provide a higher-performing service for the million-plus geographically diverse users, while also managing business risk, implementing proactive strategies to thwart email security gateway threats, and tendering to scale the services — all while achieving a cost reduction and improved value-for-money.
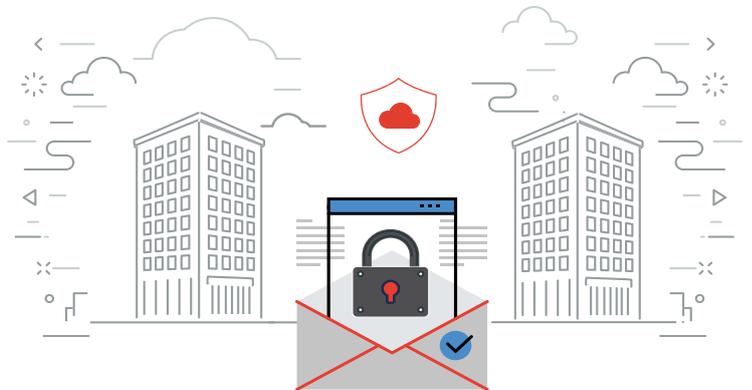
Solution

The proposed solution was a dedicated FirstWave Cloud Security gateway delivered as a managed service. The service was hosted in one of Australia's most prominent cloud hosting environments, underpinned by Cisco and FirstWave Cloud Email Security Technology. This ensured an efficient and transparent transition with minimal disruption to critical email communications.

The solution was based on a proven technology offering real-time threat intelligence, and spam protection, as well as advanced content security, reporting and archiving. Its carrier-grade technology allowed the solution to intercept inbound and outbound email messages, scan for malicious threats and spam, and apply content controls in line with organisational policies.

A crucial requirement of the proposed security solution was its

thorough integration with the organisation's existing email messaging network and in-built scalability to allow for future growth. For instance, the new gateway regulated more than 30 million emails a month, of which, the gateway was blocking 23 million emails while only 10 million were being forwarded to Google mailboxes. The solution was designed to scale three-fold ensuring high performance, secure service for a large user base and scalability of tendered services.

Additionally, FirstWave Cloud Security's full-service support to its customers cover all incidents related to their email gateway services including escalations to Google for Gmail related faults and coordination. The 24/7 support also looked into the organisation's in-house IT for archive staging service faults.

Result

Effective Monitoring and Supervision

With real-time threat intelligence and advanced content control, the reporting, archiving, and monitoring and management of organisational policies became easier and more flexible.

Improved Availability and Scalability

Maximised the efficiency of the organisation's growing user base and organisational dynamics, including the frequent use of IT services across the different core-offering tiers.

Quick and Seamless Integration with Gmail

Facilitated transparent integration with the existing Google mail hosting within a concise time frame.

Improved Capacity Management

Delivered ongoing service improvement and feature enhancement for easy capacity management to address all requirements stemming from expansion and the growing internet usage.

Enhanced Flexibility

By utilising the FirstWave Cloud Security reference architecture for cloud security gateway services, delivery of customised email and log data feeds became more flexible.

Strengthened Security through Encryption

Streamlined the data-retrieval process so the archive system was accessed using encrypted connectivity and the retrieved data was stored in the organisation's prescribed format. Any data extracted from the email flow is now securely transmitted to the existing organisation's archive for storage and future reference and use.