



Case Study

Comau Pico Profile

ORGANIZATION

Comau Pico

INDUSTRY

Manufacturing

EMPLOYEES

1,300 in multiple locations

SOLUTION

MX Logic® Email Defense Service

BUSINESS RESULTS

- Blocks over 99% of spam
- Saves money over internal solutions
- Eliminates spam-management burden
- Captures statistics that enable capacity planning

The MX Logic® Email Defense Service gives Comau Pico complete control over its email system

CUSTOMER PROFILE

Comau Pico is an innovative leader in industrial automation whose customers are some of the most prestigious automobile makers in the world. As a member of the Comau Group, Comau Pico is part of the largest full-service automotive supplier in the world. Headquartered in Michigan, Comau Pico has facilities throughout North America. Its main products include assembly, painting and welding equipment; sheet metal dies; and handling systems and molds used to form plastic.

BUSINESS SITUATION

For Comau Pico, spam was a problem that started out gradually, but quickly got worse. The company had been relying on individual employees to handle spam through Microsoft Outlook®. This time-consuming solution enabled employees to block unsolicited email messages from their inboxes, if they chose, but its effectiveness was minimal.

Brad Hill, Manager of IT Infrastructure for Comau Pico, said that when employees started complaining about spam, he realized that spam could soon become a real pain point for the company. With the goal of staying ahead of the problem, Hill began researching anti-spam solutions. He discovered there are many solutions on the market, in various price ranges and using different filtering techniques. He said his biggest concern was false positives (legitimate email misidentified as spam), and he hoped to find a solution that would not block important email during the spam-filtering process.

Then, Hill contacted MX Logic about the MX Logic Email Defense Service, which provides easy to administer and use around-the-clock email protection from spam and other email threats by automatically intercepting, analyzing and blocking malicious and unsolicited messages at the network perimeter – before they can enter or leave the internal network.

THE MX LOGIC SOLUTION

Hill was convinced of the benefits of the Email Defense Service, but opted to pilot the service using a small test group to ensure that it could be seamlessly integrated and transparent to users. "Implementation was very fast and simple. We set our corporate email policies, changed our MX record over to MX Logic, and we were done," he said. "After testing the Email Defense Service for a week in the IT department, we all agreed



"WE'RE VERY PLEASED WITH THE EFFECTIVENESS OF SPAM DETECTION PROVIDED BY THE MX LOGIC EMAIL DEFENSE SERVICE. I CONSIDER THIS SOLUTION A COMPLETE SUCCESS."

— Brad Hill, Manager of IT Infrastructure, Comau Pico

Goal	Before MX Logic	After MX Logic	Result
Stop spam	Unless blocked in Microsoft Outlook by individual users, spam flowed freely into Comau Pico's email system.	MX Logic's Email Defense Service stops more than 99% of spam before it enters Comau Pico's network infrastructure.	MX Logic enables Comau Pico to eliminate over 90% of spam management costs, maximize IT resources, increase employee productivity, and decrease network and storage costs.
Avoid false positives	No formal spam protection allowed everything – legitimate messages and spam – to enter the Comau Pico network infrastructure.	The Email Defense Service achieves an industry-leading low rate of false positives.	Comau Pico can rest assured that legitimate emails will not be identified as spam.
Maintain internal control over the company's email system	The company had no ability to set email policies, although Microsoft Outlook enabled individual users to block spam messages one by one.	IT has global control over spam management by establishing corporate policies that determine allowable email file types. Employees have individual control over quarantine management.	From the IT department to the individual user, Comau Pico maintains full control over its email system.





"WHEN PEOPLE CALL ME UP AND COMPLAIN ABOUT THEIR SPAM PROBLEMS, I SAY, 'HEY, TAKE A LOOK AT MX LOGIC'S SERVICE. IT'S GREAT.'" - Brad Hill, Manager of IT Infrastructure, Comau Pico

that MX Logic was a good choice. So, we rolled out the service to the rest of company and we've never looked back. The service sold itself."

MX Logic blocks spam, viruses and harmful worms, while filtering content and other email threats according to corporate guidelines that customers establish and configure when they begin using the service. In Hill's case, he began by setting the Email Defense Service to label suspect spam without placing messages in quarantine. This would give end users a good idea of how well the service picked up spam. He quickly realized the service did a great job of blocking spam while keeping false positives to a minimum.

THE MX LOGIC EMAIL DEFENSE SERVICE

After about three weeks, Hill set the corporate policy to quarantine suspect emails – meaning that once the email is filtered, the suspect messages are held safely in the quarantine on the customer's behalf. This email quarantine can be managed by the corporate IT department, employees or both. Hill opted for both IT and end-user management of the quarantine, which not only reduces the amount of time IT managers spend dealing with spam, but also further ensures that the messages end users view as legitimate are quarantined, rather than blocked. Because employees can view the messages that are being blocked, the Email Defense Service lets them individually fine-tune their spam management based on the types of messages that are relevant to each one of them.

With the end-user quarantine management, MX Logic sends a Spam Quarantine Report to each Comau Pico employee's email inbox based upon the organization's pre-established parameters. Employees can simply and quickly delete, forward, always allow, or always deny the messages contained in the report.

"Many solutions don't offer these controls," Hill said. "Before we tested the MX Logic solution, one of my concerns was that a managed service might take away my control over Comau Pico's email system. Instead, I found the opposite to be true – MX Logic actually provides more control than I ever had before."

THE RESULTS

Thanks to detailed reports provided by MX Logic, Hill can now see that during one month, for instance, 58% of the messages Comau Pico received were spam. During the same time period, the MX Logic Email Defense Service detected 123,945 spam beacons (HTML code embedded in messages to track the success of spam), and another 11,704 messages that violated the company's attachment policies. Prior to implementing MX Logic's solution, Comau Pico's employees would have had to sort through and filter all the email threats manually. "We are extremely pleased with the effectiveness of MX Logic's Email Defense Service," Hill said. "We're also amazed at the volume of spam Comau Pico receives corporate-wide. Before implementing this service in January 2004, we didn't realize how bad the problem really was."

Originally, Comau Pico didn't include the MX Logic virus option with the Email Defense Service, as the company utilized McAfee® in-house. But, because MX Logic's Email Defense Service proved so effective in blocking spam, Hill decided to upgrade Comau Pico's service to include Sophos® virus protection as well. "This will provide another level of protection for the company," Hill said. "And, I can do it relatively inexpensively through MX Logic – much cheaper than bringing in an internal Sophos application and another server."

With its virus-protection options, the MX Logic Email Defense Service identifies, quarantines, blocks and strips viruses and worms at the network perimeter – minimizing outbreak and infection risks and securing the enterprise-messaging infrastructure. In addition to providing virus protection, MX Logic also alerts customers like Comau Pico when a prevalent new virus hits. Through an email message, MX Logic provides detailed information about what the virus does, what kind of negative impact it could have and how it might prompt users to act in a way that makes it spread. This gives companies like Comau Pico the tools they need to relay information to end users, eliminating the possibility of them clicking on attachments and spreading viruses and worms.

BUSINESS BENEFITS

According to Hill, the MX Logic Email Defense Service provides several business benefits to Comau Pico starting with statistical information, such as how much email Comau Pico receives daily, the percentage of this email that constitutes spam and how many email threats the service has blocked. "Before, it was a chore to capture any information about our corporate email. Now it's simpler, thanks to MX Logic," Hill said. "Having this information is good for capacity planning, because it tells us exactly what we need to know to gauge whether we have enough bandwidth for our Internet connection, or whether our email server has the capacity to handle the volume."

Another benefit to using the MX Logic service, according to Hill, is that it frees his IT personnel from dealing with spam, allowing them to instead concentrate on more strategic activities. Finally, Hill said that the MX Logic Email Defense Service saves his company money by being much less expensive than internal solutions. He explained that if he purchased an internal solution, he would have to provide a server, pay for administration of the server, pay a service provider a monthly fee for the server, buy licensing and pay for maintenance.

Would he recommend the Email Defense Service to other companies? "I already have," Hill said. "When people call me up and complain about their spam problems, I say, 'Hey, take a look at MX Logic's service. It's great.'"



ABOUT MX LOGIC

MX Logic is a leading provider of managed email and Web security services that deliver enterprise-grade performance without enterprise-level complexity and cost. Our easy-to-use, award-winning services reduce risk and liability, lower overall IT costs, and increase productivity. MX Logic services are available through our industry-leading partner network. For more information, visit www.mxlogic.com.

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