



Case Study

Holme Roberts & Owen LLP Profile

ORGANIZATION

Holme Roberts & Owen LLP

INDUSTRY

Legal

EMPLOYEES

500

SOLUTION

MX Logic® Email Defense Service

BUSINESS RESULTS

- Nearly eliminated spam
- Increased user productivity
- Reduced IT administrative burden
- Increased bandwidth utilization
- Maximized billable hours

MX Logic® helps leading law firm Holme Roberts & Owen LLP reduce email threats to increase productivity and better serve its clients

CUSTOMER PROFILE

Holme Roberts & Owen LLP (HRO) is a Denver-based law firm with more than 200 attorneys in offices in Denver, Boulder, Colorado Springs, London, Munich, Salt Lake City and San Francisco. With a strong commitment to its legal work and to client service, HRO represents companies of all sizes and industries across the United States and in Europe in high profile lawsuits and business transactions. Established over a century ago, this international law firm is committed to its clients and is dedicated to serving them cost-effectively and efficiently – using advanced technology and networked computers to ensure seamless communication and resource-sharing between locations and staff members.

BUSINESS SITUATION

The team at HRO understands the importance of prompt and effective communication - their business depends on it. They work diligently to ensure that their clients receive premier legal counsel as well as top-notch client service through a variety of communication mediums, including email. While many HRO attorneys were becoming more aware of how spam and spam-related problems were impacting businesses around the world, it was a manageable problem in late 2002 and into 2003. As the problem proliferated, HRO users were being inundated with spam on a daily basis – with some staff members receiving up to 250 unsolicited emails a day. It was estimated that firm-unwanted email accounted for over half of HRO's incoming message volume.

To respond to the onslaught of junk email, HRO implemented a traditional anti-spam solution, with limited results. Users were expecting to be free of spam with the new solution, when in actuality the solution's heavy administration and ability to only filter less than 20 percent of spam was not resolving the challenge. "Before having a solution, HRO team members struggled to accept the problem," explained Dan Lissek, Information Technology Director, HRO. "But incorporating an inadequate solution was not acceptable – especially when our busy lawyers were wasting billable hours trying to determine what was legitimate email and what was spam."

With frustrations rising and productivity suffering as the spam problem and email volume escalated, HRO decided it was time to implement a more robust email defense solution. "We turned to MX Logic because we needed a stronger defense," Lissek said. "The solution we were using wasn't coming close to solving our spam problem – and was actually perpetuating the problem for our users, my IT staff and me."



**"WE TURNED TO MX LOGIC
BECAUSE WE NEEDED A
STRONGER DEFENSE."**

– Dan Lissek,
IT Director, HRO

Goal	Before MX Logic	After MX Logic	Result
Reduce spam	Competitor in-house solution was only successful in filtering less than 20% of spam	Nearly eliminated spam and false positives	Greater user productivity, increased bandwidth utilization and increased storage capacity
Eliminate user's spam management burden	Users spent an average of one hour sifting through spam	Users spend no time managing spam except if they want to review and condition the quarantine	An almost 20 percent increase in user productivity and no more complaints about spam
Reduce IT administration	Managing spam was one of the IT team's biggest responsibilities	IT spends very little time on spam management or administration	With virtually no more spam and end-user controls, IT can spend more time on other projects





"USING MX LOGIC HAS MADE IT POSSIBLE FOR US TO ACTUALLY SUPPORT AND IMPLEMENT MORE IMPORTANT TECHNOLOGY PROJECTS." – Dan Lissek, Information Technology Director, HRO

THE MX LOGIC SOLUTION

Frustrated with the poor performance and the administrative burden of its current anti-spam solution, Lissek began researching other options. "I'm responsible for the technology systems at HRO and ensuring that the entire team has communications tools that are as effective as possible," said Lissek. "It was clear to me that we needed a more powerful solution – one with a higher catch rate, far fewer instances of false positives, more end-user control and less IT administration."

After reviewing an online MX Logic demonstration, Lissek had the email defense company conduct a comprehensive Threat Assessment to analyze HRO's email traffic and uncover trends and data on spam, viruses, worms, offensive and unwanted content, and malicious attachments entering their network. The spam problem HRO was facing was now documented in a report detailing the volume, type, and severity of threats detected by MX Logic, and estimates of the costs associated with these threats. After a week-long pilot that simply required HRO to point its MX record to MX Logic, HRO made the switch to the MX Logic Email Defense Service that combines world-class anti-spam with industry-leading Sophos anti-virus – a strategy many businesses use to ensure maximum virus protection from today's more destructive outbreaks.

THE MX LOGIC EMAIL DEFENSE SERVICE

As far as Lissek was concerned, it was completely unacceptable for anyone at the law firm to spend valuable, billable time sifting through inappropriate, unsolicited junk mail to find and reply to important, time-sensitive messages. And, just one false positive (legitimate email marked as spam) could be devastating to the firm's client service efforts.

With MX Logic's easy to administer and use, cost-effective service that provides around-the-clock email protection, malicious and unsolicited messages are automatically intercepted, analyzed and blocked at HRO's network perimeter. Using its Stacked Classification Framework® spam detection system, which utilizes a patented method of identifying and controlling spam using a voting algorithm based on a sophisticated form of intelligent reasoning, MX Logic achieves more than 99 percent accuracy.

Powering MX Logic's Email Defense Service is MX Logic's Threat Center, a sophisticated streaming data environment where MX Logic monitors the global state of email communication, 24 hours a day, seven days a week, and provides MX Logic's customers with real-time updates and protection. Led by email security experts with extensive experience in protecting messaging networks, the Threat Center provides dynamic email defense-staying far ahead of the next attack by continually incorporating information about the latest spammer, virus and worm tactics.

BUSINESS BENEFITS

The MX Logic solution is allowing HRO's attorneys and staff to spend more quality time handling client concerns, and less time trying to locate legitimate communication in a sea of junk email. HRO – with 500 mailboxes worldwide – was receiving about 20,000 messages per day and over half of it was spam. Removing spam from the equation has increased team member productivity by almost 20 percent and has reduced network bandwidth by almost 80 percent. And, with about 160 employees using PDAs in addition to laptops and PCs, the elimination of spam was immediately apparent. "Spam is even harder to manage on a small, portable device like a PDA," Lissek explained. "So, it was a huge relief for users when they realized they no longer had to waste time wading through spam on a tiny screen."

Lissek is pleased not only with the solution's ability to eliminate spam, but also with its flexibility. Now, everyone at HRO has the option to review a Spam Quarantine Report and take action on the items filtered by the system – establishing more specific policies for future filtering at the employee level. "With MX Logic, team members don't have to deal with spam at all – unless they want to," he said. "This is the perfect solution in a self-service society. Users can now be the final decision-maker in what they view as spam and what they don't. They can review the quarantine at their convenience and decide whether to delete, always allow, or always deny those messages in the future."

The intuitive, web-based Spam Quarantine Reporting also makes IT's job much easier. "Our team rarely receives complaints about spam anymore," said Lissek. "Using MX Logic has made it possible for us to actually support and implement more important technology projects."

THE RESULTS

The team at HRO has built its business reputation on providing first-class legal service and effective communication. "The essential challenge to a filtering methodology for a law firm is to distinguish good from bad," said Steve Blackwell, Executive Director, HRO. "Many client documents, court notices and filing deadlines are communicated electronically. Perhaps more than most businesses, we cannot afford to miss a legitimate, time-sensitive document. Our client's business and our firm's reputation are at risk if we make a mistake."

MX Logic's solution ensures that only legitimate client information is delivered, so it can be reviewed and addressed by those at HRO in the most efficient manner. And with increased virus protection in addition to its comprehensive filtering technology, HRO has been successful in warding off many recent virus outbreaks. "The partners are extremely happy with the results," said Lissek. "And, I'm very satisfied with the entire solution – from features, to technical support, to reporting. I've already seen a clear return on our investment."



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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