

Customer Case Study

Upgrading the Clearswift SECURE Email Gateway from v3 to v4



With threats evolving and on the rise, it's really important to upgrade your security product to the latest version for protection against today's threats, not yesterday's



OVERVIEW

A large multinational engineering company based in the UK were facing a decrease in Spam detection, and as a result, found that this was bringing an unwanted burden on IT resource to constantly manage the issue.

The company was actually a loyal Clearswift customer of 10 years, however they were using an old version of the Clearswift SECURE Email Gateway (SEGv3.8). The customer decided to take action and update their IT security infrastructure to reduce operational overhead costs, loading on their aging platform and improve data protection of their organisation.

A review of the market and various security solutions was undertaken. Cloud was dropped off the consideration list

relatively quickly as it didn't offer the management and security levels the organisation required – a key criteria for the customer. Other security products researched didn't offer the same flexibility as Clearswift did and the price of the Clearswift solution was very competitive.

A Clearswift Gold Partner was the customer's trusted technology advisor who presented the latest SEG v4.4 solution as an option to fulfil their requirements, along with a suggested hardware refresh to replace the aging server.

With the assistance of Clearswift specialists, the upgrade process began. The customers' existing security policy was reviewed, updated and deployed in order to reduce Spam levels. However, SEG v4.4 offered the customer much more than superior Spam detection rates; they were able to take advantage of additional tools and data loss prevention features to strengthen the protection of the organisation's critical information and reduce data loss risks.

The resulting benefits of upgrading to SEG v4.4 include:-

- The customer reporting a *near perfect Spam detection rate (99%)*
- *Increased protection against phishing attempts and malware* entering or leaving the premises
- *A significant increase in the IT Team's operational efficiency* due to Spam administration time being virtually eliminated, allowing them to focus on other initiatives
- *A reduction in sensitive information loss risks* using in-built data loss prevention functionality included in the latest version of SEG
- *A seamless upgrade.* No business operations were affected as part of the upgrade process.

In addition to the above improvements, performing the upgrade from SEG v3.8 to the latest v4.4 enabled an extensive knowledge transfer from Clearswift experts to the customers IT operations team, which brought them up to speed with the new features in the latest product and how to properly leverage them.