

CUSTOMER SUCCESS STORY



Gabor

The Challenge

Thomas Fischer, IT and network administrator for Gabor, knows where the shoe pinches. The ever increasing flood of email forced him to quick actions. More and more advertising email burdened the mail server. Some employees had to deal with spam comprising over 90 % of emails leading to high loss of work time and thereby becoming a cost factor for the company. In addition, the sales partners requested that communication in general be via email rather than via postal service. It was essential to encrypt confidential information such as bids or invoices in emails to protect against "unwanted readers".

"Up to now email encryption has been client based which was complicated and much too involved," stated Fischer. Therefore, the

The Solution

Following the evaluation of different email systems Fischer decided on GROUP Business Software's modular and rule-based iQ.Suite for Microsoft Exchange. The significant advantage of the solution for Fischer is that it is server based. This ensures that incoming emails are first decrypted then tested for viruses and content and then archived and delivered without user intervention. The process is reversed for outgoing emails: first the test for viruses and content on the server, then archiving and encoding. "In this way we have accomplished all important security checks with little effort even before the email leaves the company or alternatively reaches the receiver," stated Fischer.

Another reason for Garbor's adoption of iQ.Suite was the company-wide scalability of the solution and the flexible upgrading all the way to the realization of a continuous and integrated Email Lifecycle Management (ELM). In addition to encryption and anti-spam, this encompasses email classification and compliance as well as email archiving.

"The paths of emails are short due to the integrated modules. In addition the solution is easily integrated into existing IT

encryption at individual workstations was administrator and user unfriendly since it was too complex and cost intensive for example for key administration for the client. In addition, the risk existed that individual users might mistakenly send confidential, unencrypted emails for example when resending older emails. Garbor searched for a software solution for encoding and spam filtering which covered company guidelines as well as the requirements of administrator and user in addition to those of the sales partners.

structures with excellent performance and is stable even with extremely heavy email use. Even sending a comprehensive newsletter does not slow down the system," commented Fischer.

Fischer introduced email encryption for Garbor at the request of domestic and international sales partners. Certain information such as calculations or invoices should only be accessible to the recipient of the message and be protected from viewing. This requirement was quickly under control using the module "iQ.Suite Crypt" for server-based en/decryption. Company-wide encryption guidelines can be centrally and flexibly configured. Fischer only needs to store a key centrally on the server for each encryption process used. In this way the receiver of the email easily receives the public key and the communication partners can exchange encrypted emails including attachments. The emails are also signed for increased security ensuring authenticity and integrity of the email.

To test encrypted emails for viruses, emails are first decrypted using iQ.Suite on the server and then analyzed by Malware. The



Garbor AG is a specialist for the manufacture and sales of ladies' and men's shoes. The company, based in Rosenheim, controls the production of more than 25,000 shoes daily and is therefore among the largest in its field.

To market the approximately 400 models offered each season Garbor works closely with over 6,000 domestic and international dealers communicating intensively by email.

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first scan for viruses exposes any possible false keys. Only then is the email decrypted and scanned for viruses a second time ensuring "clean" emails in the in-box.

The anti-spam module "iQ.Suite Wall" with its consistent management console for the simple processing of unwanted messages, the unerring content analysis of emails and the message summary function convinced Fischer. In addition, the users receive regular messages regarding newly filtered emails located in "suspected spam" which the user can then forward into his/her inbox. To minimize the amount of administration the administrator can allocate incoming

The Benefit

"The automatic content analysis of messages and attachments using the spam filter showed a quick effect and therefore the goal to limit email communication to business-only was quickly reached. The combination of encryption and content analysis ensures data security and integrity as well as conforming to legal regulations

The Future

"To round out the existing email infrastructure we are planning to introduce an additional virus scanner which will be addressed via iQ.Suite. In addition to the trusted emails we also intend to digitally sign the associated invoices," said Fischer giving a positive summary: "The increase in security and efficiency gained with iQ.Suite did not require a large investment in setup

emails to whitelists and blacklists containing sender addresses that are allowed and not allowed. Thus, for example, desired and not desired newsletters are easily differentiated.

The effect of the spam filter can be significantly increased through content analysis of emails. The CORE technology (Content Recognition Engine) integrated in "iQ.Suite Wall" analyses both the subject line and the content of the email including the attachments according to company guidelines reaching spam recognition rates of over 98 percent. False positives are almost negligible using this email filter.

for data protection. In addition we are protected against industrial espionage," stated Fischer. The encryption of messages runs in the background on the server – to the satisfaction of domestic and international partners and also Gabor users. The installation and initial configuration of iQ.Suite was completed within a few hours.

and maintenance of an encryption infrastructure. The distribution of software and the user training was dropped completely. The combined encryption and spam/virus protection guarantees a secure and integrated email business process, improved customer service and higher productivity.

About GBS

GROUP Business Software is the leading provider of IBM Lotus based solutions and services in the fields of Cloud Computing, Email Management and Archiving, Instant Messaging Management, CRM, Workflow, Banking and Risk & Compliance.

Competencies

GBS solutions feature outstanding usability and unmatched efficiency. The necessary user interaction is reduced to a bare minimum. Centrally defined processes ensure compliance with corporate policies and statutory requirements.

Customers

GBS customers include well-known companies from all over the world, such as Deutsche Bank, Ernst & Young, Honda, Allianz and Miele.