CUSTOMER SUCCESS STORY

HARTMANN

HARTMANN Group

The Challenge

As part of a continuing investment in email as its primary medium for internal and external communication, the HARTMANN Group determined it was time to deploy an efficient email security solution that would protect against unwanted intruders like spam and prevent the unauthorized inspection of messages. Positive user acceptance and minimal administrator effort were among the fundamental requirements.

Bringing reliable products to market is a top priority at HARTMANN. Bringing reliable security to email communication is likewise a critical mandate for Thomas Bolsinger, Lotus Notes Domino Technology Coordinator at the firm. „We required a powerful and performant solution that could take charge of the flood of spam we were receiving. At the same time we wanted to deploy encryption technology to ensure sensitive emails would be protected against prying eyes," explained Bolsinger.

The Solution

A test of various email encryption solutions delivered sobering results. Most of the products were incapable of meeting the firm's stringent requirements. The email software platform iQ.Suite from GROUP Business Software convinced Bolsinger in the end. iQ.Suite centralizes and unifies all email functions on the server and can be easily administered through a centralized console. Aside from the many positive marks scored during the test phase, the powerful spam filter was a decisive factor for Bolsinger. In addition to leveraging standard spam-blocking approaches, the filter provides a basis for running complex email content analyses that essentially put an end to spam and phishing. Bolsinger was also familiar with the email specialist and its reputation for quality through extensive past cooperation on Lotus Notes development projects.

Only two days were required to install iQ.Suite Wall for spam filtering and iQ.Suite Crypt for encryption on the SMTP gateway and Domino server at the firm's headquarters in Heidenheim. After a short „training period," iQ.Suite Wall's spam filtering delivered the desired results. In addition to using black and white lists that allow email recipients to specify desirable and undesirable sender addresses, iQ.Suite Wall performs a rule-based analysis of

sender-receiver relationship patterns to filter out spam at the most basic level. The latest spam signatures are then used to identify mass emails.

The module then scans subject lines and analyzes message content, providing support for over 200 attachment file formats. Subject lines and message text are put under the looking glass by comparing them against freely editable, weighted word lists, and by running them through CORE (Content Recognition Engine) technology. CORE is a statistical process that analyzes and classifies emails according to their content. The technology is based on Support Vector Machines, one of today's most powerful text analysis algorithms. „This highly-performant technology was a significant factor in our decision to use iQ.Suite," said Bolsinger.

CORE not only assesses key phrases in message text for frequency, it also evaluates emails by performing a comparison analysis with representative examples of spam and „not-spam." These text pattern examples need only be defined and categorized once to be included in the comparison analysis going forward. Each email is then either delivered or blocked based on the result of the analysis. The Support Vector Machines classification algorithm in CORE makes an

Heal, protect and care are words of inspiration at the HARTMANN Group, an internationally-recognized specialist in high-quality medical, health care and hygiene products.
The firm's product portfolio focuses in the areas of wound management, incontinence management and operating room safety.

PAUL HARTMANN AG, HARTMANN Group's parent company, is one of the oldest industrial companies in Germany and is the oldest German producer of wound dressing materials. At HARTMANN, tradition and innovation go hand in hand, and business evolution has always been closely tied to advancements in medicine.

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exact text analysis possible. With the help of statistical methods, all parts of an email relevant to determining if it is spam or not can be identified and then represented by a vector. Positive and negative examples for the category named „spam" are then optimized (mathematically) by being separated at the meta-level. From these, a support vector for spam and one for not-spam are derived. These serve as the reference elements for a new text vector. The text vector's proximity to one or the other of these support vectors determines the email's assignment to one or another category.

Using this combination of varying processes, iQ.Suite Wall achieves a spam-recognition rate of over 98% with a remarkably low false positive rate.

When Bolsinger turned to requirements for encrypting emails with sensitive content, he selected iQ.Suite Crypt after all of the other tested solutions failed to impress. When communicating with external partners, for example between the personnel department and business management consultants or between the accounting office and banks, individual departments now encrypt their emails using Pretty Good Privacy (PGP) configured in 1-to-1 and 1-to-n relation-ships. In this way critical data remains safe. „iQ.Suite Crypt takes a completely server-sided approach to encryption and decryption. This allows encrypted emails to be checked for viruses and other undesirable content before delivery to their recipients. If we were to use a client-based encryption solution, running such checks centrally would not be possible because incoming and outgoing emails would arrive in encrypted form and be directly delivered," explained Bolsinger.

Business Impact

„The fact that a robust and comprehensive email solution like iQ.Suite is already running according to our expectations after such a short time says something about the product and the outstanding service from GROUP Business Software. Especially noteworthy is the great flexibility arising from the ability to customize the platform using rules and jobs. This feature lets you fulfill almost any requirement," emphasized Bolsinger. „The effort required to train CORE was also more than justifiable considering the positive spam filtering results that have been achieved." iQ.Suite's centralized administrator console, integrative approach and scalability were further features that spoke for the solution, and its performance another point of satisfaction. „Our protection against spam attacks and unauthorized inspection of emails has measurably increased. Employees are now more satisfied with their email experience and are working in a securer email environment. Further, no user education was required," said Bolsinger.

The Future

Based on HARTMANN's positive experiences with iQ.Suite, Thomas Bolsinger plans to take a close look at iQ.Suite Bridge and iQ.Suite Store to address the organization's email archiving needs. iQ.Suite Bridge allows external archiving systems and other applications to be tied into iQ.Suite, and iQ.Suite Store provides a full email archiving solution.

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.

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