

Japan Airlines Group Grounding Spam and Viruses

“WITH MIRAPOINT'S RAZORGATE EMAIL SECURITY APPLIANCE, WE HAVE SEEN THE MAXIMUM BENEFIT WITH THE MINIMUM INVESTMENT.”

Fumitaka Kono, JAL's director, IT Planning

CASE STUDY | ENTERPRISE



BUSINESS NEED

Block spam and viruses

SOLUTION

Mirapoint RazorGate email security appliance

BOTTOM LINE

RazorGate eliminates spam and viruses at the network edge

Background

Japan Airlines Corporation (JAL) is the largest airline in Asia, operating two airline companies under the JAL brand: Japan Airlines International and Japan Airlines Domestic, plus eight other airlines. As of March 2005, JAL had the largest fleet of Boeing 747s (79) in the world. Approximately 17,000 JAL employees across 100 companies use email in their daily jobs. Fujitsu FIP has been responsible for managing and maintaining JAL's corporate-wide email system since 2000.

The Business Need

In early 2005, JAL's email system began receiving increasingly large numbers of unsolicited email messages. Fujitsu FIP found it could no longer maintain an adequate level of service using the existing anti-spam/anti-virus filtering software. Kazunori Hashimoto, general manager of Fujitsu FIP's Third Customer Service Department said, "Since a massive volume of unwanted email was being sent on a daily basis, combined with the regular maintenance work, we had to spend considerable time preventing transmission delays caused by email left in the mail server."

With the imminent enforcement of Japan's Personal Information Protection Law in April 2005, JAL would be legally required to tightly control confidential data about consumers, including personal data and email addresses. Compliance mandated secure data transmission and storage including real-time filtering of message headers and content, spam management, anti-virus protection, encryption, hierarchical storage and retrieval, and message quarantine and review. "With enforcement of the law rapidly approaching, we felt the large quantities of unwanted email posed a security management problem," noted Fumitaka Kono, JAL's director, IT Planning.

The first attempt to control the unwanted email was to reject messages by identifying suspicious senders' addresses. "We were eliminating virtually by hand any email routes that could be the source of large volumes of unwanted mail," said Mr. Kono. Unfortunately, this tact failed to solve the problem and both Fujitsu FIP and JAL agreed to find a more fundamental solution to spam.



Japan Airlines Group

The Mirapoint Solution

Fujitsu FIP proposed adding an email security appliance at the edge of the network to block spam and viruses before they entered the message network. JAL sought a solution that would accurately identify spam without blocking legitimate email messages.

Fujitsu FIP wanted a solution that would reduce the time required to manage the system. Both agreed that the key requirements for the new solution included a high rate of accuracy from a user perspective with high catch rates and low false positives, and ease of installation and management from an operations perspective, minimizing IT resources.

In April 2005 Fujitsu FIP and JAL began an evaluation of four email security products including the Mirapoint RazorGate email security appliance. Based on high catch rates, low error rates, and easy management, JAL and Fujitsu FIP chose the Mirapoint RazorGate email security appliance. With carrier-class “five-nines” uptime, Mirapoint's RazorGate email security appliance provides multi-layered protection at the network perimeter to block hackers, spam, and virus threats, as well as provide advanced management of message traffic through policy enforcement tools, content filters, and detailed reporting.

This multi-layered security approach includes MailHurdle™ connection management technology for edge spam and virus blocking, RAPID Anti-Spam™ to stop 98 percent of spam, zero hour anti-virus from known and unknown viruses, content filtering, policy management, and email encryption to meet regulatory and corporate messaging policies, and Junk Mail Manager to quarantine junk mail at the edge and at the client level.

A two-week trial was conducted successfully in early May involving a small group of users. Full-scale operation was ramped up over the next two months, with all 17,000 users supported by August 2005. During that interval, catch rates and error rates were closely monitored to ensure they did not fall over time. “We fine tuned the filtering function and were able to continue improving the operational environment,” said Mr. Hashimoto.

Once the RazorGate email security appliance was in full production, JAL saw the load on their email servers drop sharply. The company had been processing 160,000 emails per day. After installing Mirapoint's RazorGate, that number was reduced to 80,000 legitimate emails due to the blocking of unwanted spam at the network edge.

The RazorGate email security appliance also solved a problem unique to the airline industry. Airline staff regularly travel on business and use the auto reply feature to notify anyone sending an email to them of their absence. Prior to RazorGate, the email system was unable to discriminate between legitimate and junk mail and replied to all. “The sender's address is fictitious in most spam messages,” said Mr. Hashimoto. “But if it were genuine, there is the possibility that it could be misunderstood as spam originating from JAL, which would negatively impact our corporate image. With RazorGate that problem no longer exists.”

The Bottom Line

By adding the RazorGate email security appliance in front of the email servers, JAL and Fujitsu FIP have eradicated spam and viruses, reducing message volume by half. This has resulted in improved employee productivity and has eliminated the need to invest in upgrading the messaging infrastructure to process and manage the flood of spam that was inundating the network. RazorGate has also streamlined management, reducing the time needed to maintain a spam- and virus-free environment. With Mirapoint's RazorGate email security appliance, we have seen the maximum benefit with the minimum investment,” said Mr. Kono.

JAL was the first Fujitsu FIP client to adopt Mirapoint RazorGate technology-but will not be the last. “After this successful experience with Mirapoint's RazorGate email security appliance at JAL, we plan to introduce the solution to other Fujitsu FIP clients,” said Mr. Hashimoto.

About Mirapoint

Mirapoint® is the market leader in appliance-based solutions for secure message networks in enterprise, service provider, and education organizations, with more than 100 million mailboxes served and secured worldwide. Customers use Mirapoint appliances including the Message Server mail appliance and RazorGate mail security appliance to build the messaging infrastructure that intelligently serves, secures and manages email. Mirapoint is headquartered in Sunnyvale, California, with offices throughout North America, Europe and Asia. For more information on Mirapoint, visit its Website at www.mirapoint.com.

Configuration

- One Mirapoint RazorGate 450 Email Security Appliance