

The Toro Company Cutting out Spam and Viruses

“OUR MIRAPOINT SOLUTION IS ALWAYS UP AND RUNNING. I CAN’T REMEMBER THE LAST TIME I LOOKED AT PERFORMANCE LOGS, THERE’S JUST NO NEED.”

Ted McLaughlin, Network Administrator, Enterprise Servers and Messaging Team, The Toro Company

CASE STUDY | ENTERPRISE



BUSINESS NEED

Reliable, effective solution to combat viruses and spam

SOLUTION

Mirapoint RazorGate email security appliances

BOTTOM LINE

Highly reliable solution for spam and viruses

Background

The Toro Company, headquartered in Bloomington, Minnesota, with \$1.6 billion in annual sales, is a leading provider of outdoor maintenance and beautification products for home, recreation, and commercial landscapes around the world. Its lawn care products are widely recognized by their bright red color. Messaging is a critical element of doing business for the company's approximately 3500 email users, as well as customers and worldwide dealer network. Nearly all of the international parts orders from dealers around the world are placed through email. Customer Service receives many inquiries through email as well. If the messaging system goes down, business stops.

The Business Need

In January 2003, Toro began to investigate solutions to the growing spam and virus problem, which deluged users with tens of thousands of spam messages every day. Countless hours of productivity were being lost as employees sifted through and deleted unwanted spam, while IT attempted to keep up with email-borne viruses that infected PCs. “We were looking for added perimeter layer security to prevent viruses and spam from entering our network,” says Ted McLaughlin, network administrator, Enterprise Servers and Messaging Team at The Toro Company.

The Toro Company

The Mirapoint Solution

The company needed to secure its Novell Groupwise server, which delivered mail to 3500 users. To alleviate the spam and virus problem, McLaughlin proposed an email gateway to direct messages to and from the Internet. An email gateway would intercept viruses and spam before they could reach users' mailboxes.

McLaughlin surveyed the market for a solution, narrowing the options to one: Mirapoint. "Their solution came in one integrated package that included anti-spam and anti-virus. With the others we looked at, we would have to purchase separate licenses and servers. Buying separate software packages just didn't seem to make any sense to us. Mirapoint was also, in our opinion, much more secure."

Following a demo installation of several weeks, Toro deployed the Mirapoint solution, consisting of two Mirapoint RazorGate security appliances in March 2003. "One is our main inbound server with a priority 10 for inbound messages, while the other is our outbound server with a priority 20 for inbound messages, which gives us some redundancy for incoming messages," says McLaughlin. "Installation went much faster and much more smoothly than I anticipated. Our users never noticed a thing."

McLaughlin likes the flexibility of the Mirapoint solution. "We use white lists extensively for our dealers," says McLaughlin. "I also like the reject list feature, which stops the spam and viruses before they hit the email system. I additionally like the content filtering that gives us the ability to set up customized rules at the front door and filter outbound mail as well." Toro leverages its LDAP system to perform lookups. If an incoming message is not a valid user account, the email is automatically discarded, which saves handling and storing the message.

Mirapoint has proven extremely reliable. "The only downtime occurred during a power outage," notes McLaughlin. "I think the biggest thing about our Mirapoint solution is that it's just flat-out reliable. I can go for days without thinking about it."

McLaughlin has placed a value on solving the spam and virus problem. He calculates 135,000 spam messages per day times four seconds for employees to delete each spam message at an average worker salary of \$45 per hour comes to approximately \$1.75 million in added annual productivity. He can also put a value on storage saved by not having to store spam messages. Including storage area network (SAN) space, tape backup space, sending tapes to the vault for storage, and personnel costs, McLaughlin estimates Toro is saving \$4.5 million per year.

The Bottom Line

Toro employees are no longer deluged with spam or viruses, which makes them happy. The Mirapoint solution has been a true workhorse in alleviating spam, handling 50,000 legitimate emails each day—and blocking 135,000! And after the installation of Mirapoint MailHurdle, viruses dropped from between 5,000 and 6,000 to nearly zero.

The IT group at Toro is happy too. "Our Mirapoint solution is always working, always up and running," says McLaughlin. "I can't remember the last time I looked at performance logs, there's just no need. It frees up my time for other things. It saves us a tremendous amount of time not having to deal with spam and viruses."

Dealers and customers don't have to wonder if their emails got through, and Toro's Management is happy because of the increased productivity and reduced cost of ownership that Mirapoint delivers.

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

- Two Mirapoint RazorGate RG400 Email Security Appliances