

Yokohama Rubber Co., Ltd.

Taking Control of Spam

“AFTER DEPLOYING MIRAPOINT RAZORGATE 100 EMAIL SECURITY APPLIANCES, THE CPU UTILIZATION OF OUR EMAIL RELAY SERVER DROPPED BY 10 PERCENT.”

Yoshinori Furusato, System Operation Division, Yokohama affiliate Hamagomu Aicom Inc.

CASE STUDY | ENTERPRISE



BUSINESS NEED

Reliable, flexible solution for eliminating spam that delivers high accuracy with zero false positives

SOLUTION

Mirapoint RazorGate email security appliances

BOTTOM LINE

Mirapoint has eliminated spam, increased reliability of the email servers by reducing server load, and simplified management of unsolicited emails

Background

Yokohama Rubber Co., Ltd. is one of the leading manufacturers of tires and other rubber products. It has established a strong position in the world of motor sports and has been selected as the sole supplier to the World Touring Car Championship. The company is aggressively expanding its business through its global flagship tire brand ADVAN and promoting itself through premium brand strategy in every category including vehicle and aircraft tires.

The Business Need

During this period of rapid growth and expansion, the company was facing a serious challenge dealing with unsolicited emails-spam. By 2003, spam was becoming a noticeable issue impacting the productivity of its workforce. As many as 10,000 of the 30,000 to 40,000 emails received daily were found to be unsolicited. This was placing a severe strain on the email server and depleting limited mail storage.

In response to complaints from users, the Information System Division decided to deploy an Intrusion Prevention System (IPS) and virus removal tools. These tools, however, were not designed to defend against the continuous onslaught of spam. It became a game of cat and mouse for system administrators. New unsolicited messages were being received as quickly as earlier messages were registered to the blacklist. The effort simply maintained a status quo with no overall improvement. “We continued to have a problem with unsolicited emails which constituted up to 40 percent of all messages, not only affecting productivity but causing breakdowns in the email server,” said Junichi Ono, section manager, Information Technology Group in the MIS Department at Yokohama Rubber Co., Ltd.

At the end of 2004 the company began a search for appliance-based solutions that offered enhanced spam filtering capabilities. None, however, proved workable. “Problems kept arising, one after the other” says Junichi Ono. “For example, whenever the spam filter was turned up, important emails were blocked and delays in delivering messages began to occur. We would have to quickly turn off the filter or try to reconfigure the system another way. It was a case of continuous trial and error.”



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The Mirapoint Solution

Then, in the fall of 2005, Fujitsu FIP Corporation, an outsourcing contractor for Yokohama Rubber Co., Ltd. responsible for information services, suggested to the Information System Division that they consider the Mirapoint RazorGate email security appliance. "We became aware of their struggle to find an appliance to manage spam," says Kimitaka Sasaki with the Third Customer Service Division of Fujitsu FIP Corporation. "We already had large-scale user-base experience with the Mirapoint appliance and offered to demonstrate its performance capabilities to Yokohama Rubber Co., Ltd."

A two-week trial was performed in late November and early December 2005 with between 2000 and 3000 Yokohama Rubber Co., Ltd. users. It quickly became clear that just under 20 percent of the 220,000 emails were spam. Compared with other solutions evaluated, Mirapoint created little delay in message delivery and scored an impressive zero false positives. Mirapoint also had a secure, hardened proprietary operating, unlike the other solutions that relied on a vulnerable open OS.

Based on the trial, Yokohama Rubber Co., Ltd. selected the Mirapoint RazorGate email security appliance. In March 2006, one RazorGate appliance was installed in front of the primary email server, while another appliance was installed in front of the backup email server.

The Bottom Line

Since deployment in March 2006, the Mirapoint RazorGate appliances have caught spam making up about 40 percent of all emails. "After the introduction of the RazorGate appliances, the CPU utilization of the email relay server dropped by 5 to 10 percent. It is obvious that the server load has been considerably reduced," says Yoshinori Furusato.

The effect on staff has also been positive. No longer do they live in fear of deleting important emails buried under a mountain of spam or face the task of manually deleting unsolicited emails each morning before they can begin their work day. Many staff members have reported a decrease in stress related to spam. "Users have come to expect the automatic elimination of spam. No one ever thanks us for working hard to improve the accuracy of spam filtering," says Junichi Ono with a wry grin. "But the fact that user complaints have declined dramatically proves that staff have been relieved of useless tasks, freeing them up for more constructive work. This is a result of the RazorGate appliance."

The RazorGate appliance will also aid Yokohama Rubber Co., Ltd. in providing internal security. According to Yoshinori Furusato, 80 percent of information leakage is caused by insiders. Measures to prevent wrongful disclosure of information are going to be increasingly important. In addition, as preparation for the Japanese SOX Act proceeds, the ability to produce specific emails related to internal governance issues will be necessary. The RazorGate appliance can provide filtering of outgoing emails based on company policy, and can easily locate specific emails when requested.

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 115 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

- Mirapoint RazorGate RGI00 email security appliances