

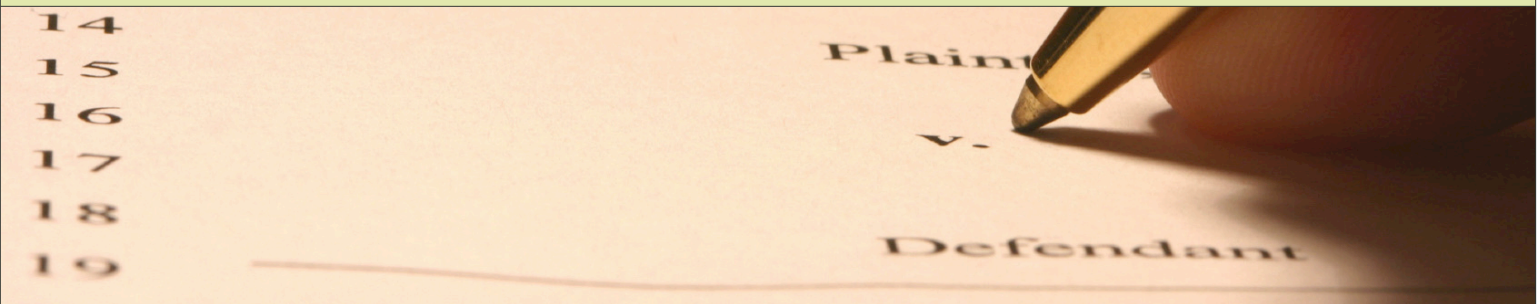


Case Study HopgoodGanim Lawyers



Successful Trial Leads Law Firm to Implement Webroot® Security SaaS

As one of the largest law firms in Queensland, HopgoodGanim Lawyers has more than 200 staff, including 23 partners. HopgoodGanim's client base includes large publicly listed companies, state government departments, local councils, government-owned corporations, emerging businesses and individuals. The award-winning firm is also a strong supporter of local charities and has major partnerships with Foodbank Queensland and Brisbane Powerhouse.



The Problem

The firm was being flooded with over one million spam e-mails per month — more than 95 percent of their total inbound e-mail messages. HopgoodGanim was using an in-house solution to try to protect the firm's in-boxes, but it required a high degree of manual intervention by IT staff. Even more troubling, this product was highly ineffective, as spam was still reaching unacceptable levels. IT staff devoted a great deal of time to tweaking filter settings, which caused massive fluctuations between excessive false positives and false negatives. The firm had lost faith in the system's ability to effectively protect the company from spam, and the IT team was wasting valuable time continually managing the system, cross-checking quarantine lists and releasing blocked items.

The Solution

HopgoodGanim trialed three e-mail filtering services before selecting Webroot E-mail Security SaaS to replace their ineffective in-house solution. Because of the confidential nature of the firm's work and the amount of valuable client information held on their network, HopgoodGanim could not afford to allow malware or viruses to infiltrate their system. Since implementing Webroot E-Mail Security SaaS, the firm's IT team has confidence in the knowledge that their network remains secure.

The Benefits

Webroot E-Mail Security SaaS holds quarantined e-mail messages instead of deleting them, which allowed the IT staff to scan the quarantine lists and ensure that the new system wasn't generating false positives. Neither of the other two systems HopgoodGanim trialed offered this functionality. The service guarantees to block 100 percent of known viruses and 98 percent of spam, ensuring the firm's in-boxes would be protected from dangerous threats. In just one month, the service captured nearly 3,000 viruses, worms and Trojans. Since e-mail was being filtered through Webroot's robust data centers, the viruses were detected and blocked before they could ever hit the on-premise network. Once HopgoodGanim confirmed that their important messages were getting through, the IT team was able to focus on tasks that add value to the business, leaving spam and malware to be dealt with in the cloud and away from the network perimeter.

Comments

"Frankly, it's the best money we have spent. The service blocks at least 98 percent of the spam, and we hardly have to do anything to manage the system, freeing up our time to deal with other issues. The trial proved that Webroot had a better system interface with greater flexibility of e-mail rules. Also, if an e-mail was deemed to be spam, it was not deleted but blocked and stored. This gave us reassurance that if a legitimate e-mail was blocked, we could release it without asking the client to resend the e-mail. No other provider allowed this." – **Roberto Dettori, IT Manager, HopgoodGanim Lawyers**

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