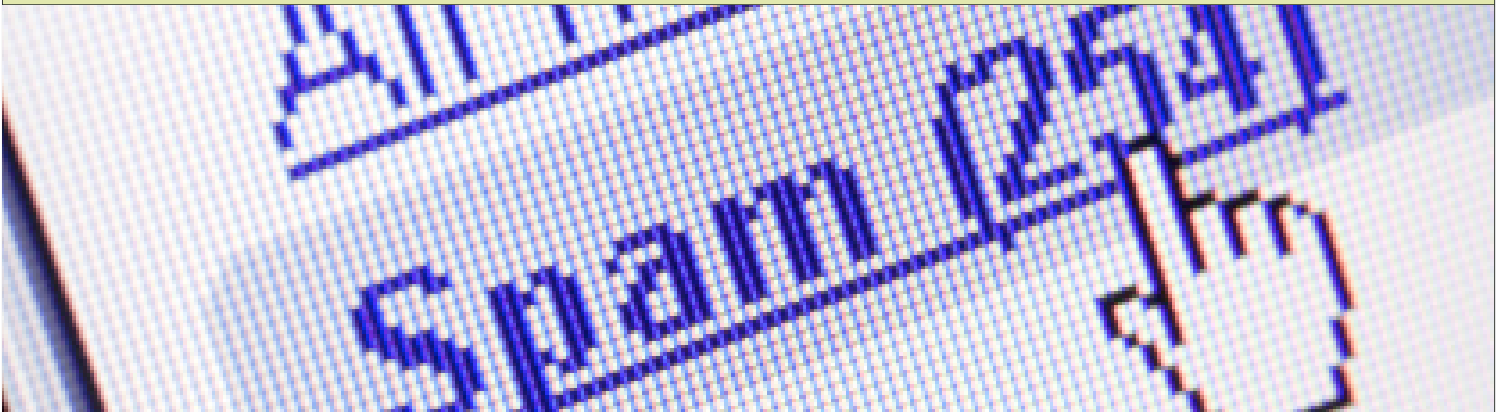


### Austbrokers Improves Email Archiving and Compliance with Webroot® Security SaaS

With holdings in 34 companies and annual turnover in excess of a billion dollars, the Austbrokers Network is one of the top general insurance broking groups in Australia. The group supports over 500 employees in multiple offices around the country, making email a vital tool for business communications. Moreover, because Austbrokers is a publicly listed company operating in a highly regulated environment, it must follow stringent legal requirements for the retention of business email and documents. The ability to quickly retain and access specific messages from data archives is critical to Austbrokers' health and success as a business.



#### The Problem

As the Austbrokers Network expanded through the acquisition of new firms, its data center inherited vast quantities of old data that needed to be archived alongside the new email generated each day. Enormous amounts of storage space were necessary, and concerns arose over the inability to quickly and cost-effectively access particular messages among increasing volumes of data.

Austbrokers attempted to resolve the issue by purchasing an on-premise software-based email and archiving system. However, the sheer volume of stored data made managing the system extremely complex and time-consuming. What's more, the ineffective spam filter was generating a considerable amount of false positives, requiring the IT staff to manually check all spam folders regularly.

#### The Solution

In June 2008, Austbrokers rolled out Webroot E-Mail Security SaaS to the greater than 500 employees across its network. This software-as-a-service (SaaS) solution provides on-demand messaging security with antivirus, antispam and content control. Protection is delivered in the cloud, eliminating the need for Austbrokers to manage and maintain their own costly infrastructure.

As an enhancement to the core service, Austbrokers selected the Webroot Managed Archive Service, an optional module that enables the company to securely capture, store and index all inbound and outbound email traffic in real time. Once captured, email is stored in duplicate and geographically disparate Webroot data centers, thus protecting data against physical loss or corruption. The service also delivers user-based data search and retrieval of remotely stored email records via a client software plug-in or web browser.

#### Data Requirements & Risks

- One in four organizations was ordered by a court or regulatory body to produce employee email in the last year. (Forrester)
- Nearly two-thirds have been ordered to produce employee email or instant messages at some point. (Osterman)
- Fifteen percent of companies have gone to court because of lawsuits brought on by employee email. (American Management Association)

## The Benefits

In Austbrokers' highly regulated environment, the ability to easily identify and retrieve messages has proven its value time and time again. The company is able to meet its industry's strict compliance requirements through an accurate archiving system that maintains the integrity and security of stored messages. Webroot E-Mail Security SaaS takes a read-only copy of every message prior to reaching the company gateway, automatically removing any possibility that the email has been modified by the end-user. Access is greatly simplified, giving administrators the ability to search email and attachments from any web browser using a secure connection to the archive service. And because the Webroot Managed Archive service retains data in the cloud, Austbrokers requires far less space for its own data centers.

Webroot E-Mail Security SaaS also includes a Service Level Agreement (SLA) that guarantees a false positive rate of less than one in 300,000, along with a spam detection rate of 98 percent and prevention of 100 percent of known viruses. Because the number of false positives has been greatly reduced, the IT team at Austbrokers no longer needs to manually scan quarantined messages. Instead, they have confidence that all legitimate messages will be delivered and spam will be blocked. Now, the team can focus their time on strategic technology developments and other areas that add value to the business.

By implementing a powerful and cost-efficient email management and archiving system, the Austbrokers Network has ensured the success of its future by securing the details of its past.

## Comments

*"Being able to recover data quickly and efficiently is very valuable to our company. We have faced several situations in the past when we needed to retrieve archived messages. Sometimes it doesn't matter to the courts if you can't retrieve the data — it can take a massive amount of work and expense simply to prove that you can't. Webroot's thorough reporting and robust archiving process can save our business a lot of money. The comprehensive reporting features are a refreshing improvement on the capabilities of our previous system."* – **Mike Davies, Austbrokers Data Center Manager**

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