

4,600 Users Across the Globe—Eliminated 100,000 Unwanted Emails a Day—Reduced Email Server Load by Two-Thirds



The Problem

Find a better way to eliminate spam and improve worker productivity

With more than 4,600 employees located around the world, LSI Corporation is a leading designer and manufacturer of semiconductors for applications that are used in consumer, communications and storage devices, as well as supplying storage solutions for the enterprise. In the past five years, LSI has supplemented its “System on a Chip” strategy with acquisitions to broaden its product offerings within its key markets, generating more than \$1.7 billion in revenues annually.

Like many organizations, LSI depends on email communications as a vital part of conducting business around the world. And, like many companies, it began experiencing a surge in unwanted messages over the past few years that soon became a major hindrance for its employees and partners.

“Workforce productivity was the key email issue for us,” according to Bruce Decock, vice president and CIO of LSI. “Our challenge was to find a better way to manage nuisance email or spam, and to minimize the amount of time our employees had to spend weeding out inappropriate messages.”

Typical of global organizations that combine acquisitions, the email infrastructure at LSI is diverse incorporating IMP4, Exchange, and POP 3 mail servers. LSI’s existing email anti-spam solution utilized open source software on various email servers in a DMZ designed to filter out unwanted messages. But as spam traffic increased, this approach became a significant drain on user time and IT resources.

“Because of the variety of email platforms and LSI’s complex environment,” Decock explained,

“our existing anti-spam and email security solution was a heavy burden on three levels.”

First: The IT team had to train individual users on how to use the filtering software and found that many users were attempting to fine-tune the filtering themselves—often not very successfully.

Second: As spam increased, the email server infrastructure had to manage increased loads that at one point totaled more than 150,000 messages daily.

Third: LSI’s IT staff had to keep a variety of different spam filters on various platforms updated on a continual basis.

Describing these problems in more detail, Decock said, “We saw spam and unwanted email more than double in 2003. Spam grew from 20% to 30% of total emails to more than 60% of all messages—quickly adding up to 150,000 messages that we had to process internally every day.”

Decock noted that the IT department “had the equivalent of three people dedicated to handling spam, and as volume increased it looked like we might have to add even more support.”

The Solution

Postini Email Security service eases the burden

To address the challenge of fighting spam, LSI formed a team of eight business and IT people that put together a solution wish list and requirements document—breaking it down into “must haves, and nice to haves,” Decock said.

“We actually asked the question early on,” Decock recalled, “Is there a way to keep spam and email borne viruses off our interfacing

“We tend to err on the conservative side when implementing something as sensitive as email usage that touches everyone in the company. When you have a highly visible issue such as spam affecting our work-force productivity, you want to make sure you get the outcome you expect. We’re very satisfied with the Postini solution.”

Bruce Decock,
vice president and CIO,
LSI Corporation

Results at a Glance

- Reduction of staff workload
- Custom reports provide a summary of email, quarantined, and legitimate message delivery

infrastructure?” Decock’s IT team scanned the market for solutions, evaluating alternatives such as appliances and software. His team called their peers in the industry to review solutions, and checked with analysts such as Gartner. The Postini on-demand service model was especially appealing because it offered a means to stop spam and viruses before they ever reached LSI network, relieving the burden on its server infrastructure. Because Postini’s preemptive email protection technology operates outside the network, it also works effectively for multiple email server platforms.

LSI was also concerned about confidentiality and security. Decock wanted a solution that ensured any legitimate email would not be recorded to disk. Postini’s unique patented “pass through” technology proved the ideal method for resolving their concerns.

The Results

**Traffic reduced. Spam eliminated.
Productivity improved.**

Results from the complete rollout were dramatic and swift. Total messages on the email servers dropped from 150,000 or more emails per day, down to 50,000 messages, a 66% decrease in traffic.

Complaints about spam and pornographic messages literally “went to zero,” according to Decock. “We even got unsolicited praise from some of the users who said this was the best tool

they had gotten from IT in terms of improving worker productivity.”

Decock’s staff appreciates the reduced workload as well as the reports produced by Postini that summarize each day the total number of email messages, quarantined messages, and legitimate messages delivered. Decock also noted the alerting capabilities of the system to flag problems, saying, “We like the real-time accountability that Postini brings to the table.”

“We got the results we expected, our user community is very pleased, and there have been no issues,” according to Decock. “Postini is simply a sound, reliable, and fast solution to eliminating spam and stopping email borne viruses.”

Every six months, LSI conducts a review with Postini to evaluate past email security activity and discuss recent developments and anticipate future needs.

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About Postini

Postini, a wholly owned subsidiary of Google, is a global leader in on-demand communications security and compliance solutions that protects companies from internet-borne threats and risks of unmanaged communications; archives and encrypts selected message; and ensures that the web is used appropriately within your business.

www.postini.com

For a complete listing of our office locations, please visit our website.