

## National Hire

# National Hire Employs Barracuda Networks to Eliminate Spam

## Large Equipment Rental Company in Australia Uses Barracuda Spam Firewall 400 for Complete Email Security

Established in 1988, the National Hire Group has grown to be one of the top large equipment rental services and capital sales companies in Australia. The publicly traded company meets the specialised equipment needs of customers in the mining, construction, industrial, infrastructure, civil and engineering markets by providing expert advice and project planning, a high quality and young fleet of rental equipment and a wide geographic distribution.

### Spam reduces email efficiency at National Hire

National Hire is committed to being the leader of comprehensive and innovative equipment solutions in Australia and beyond, and has a reputation for service excellence. With more than 750 employees spread over 70 sites in Australia and Indonesia, email is a vital form of communication between National Hire and its customers. It is essential that this channel works seamlessly in order for National Hire to continue to provide the excellent and timely service and support for which the company is known. As many large companies have experienced, in 2006 employee productivity was beginning to erode due to the ever increasing influx of spam finding its way to National Hire's inboxes.

With the increase in spam, National Hire's senior management and IT team witnessed a noticeable impact on employee productivity and an increase in internal resources spent dealing with email security.

"The in-house Linux-based email security solution we had relied on was no longer effective," said Chris Raveane, group ICT manager at National Hire. "It was only reasonably successful at catching 60 percent of incoming spam, and that was way too low."

As National Hire's more than 800 email inboxes began to fill with spam, the company's senior management became increasingly concerned.

"The spam issue began coming up more and more during management meetings, and employee productivity was being affected," said Raveane. "A significant amount of employee productivity was lost dealing with spam, approximately three hours per employee per month, not to mention the amount of resources the IT team was spending trying to stop the problem."

### The search for a dedicated email security appliance

Raveane and his team knew the spam deluge would continue to get worse, and that they needed to find a real solution.

"We needed to save our users the time and headache from messing around with spam; this was a cost-saving initiative," Raveane said.

To protect the company's Microsoft Exchange Servers, National Hire's IT team knew they needed an easy-to-use dedicated hardware appliance that includes real-time updates, and provides advanced reporting capabilities.

After years of supporting a home-grown solution, implementing an appliance-based solution, where it was not necessary to support an underlying system and would not take additional resources to operate, was paramount.

"We were looking for a powerful solution that we could plug in, turn on, and just let it run," said Raveane.

With this in mind, National Hire looked to their solution provider for possible candidates. The team intensely tested several appliance-based email solutions in house on the National Hire network. Early in the testing, the clear frontrunner was easy to identify.

*"Our IT team used to spend at least an hour a day dealing with spam and other email security threats, now we spend less than an hour a month. With its powerful technology and automatic updates, the Barracuda Spam Firewall looks after itself – it just works."*

- Chris Raveane  
Group ICT Manager  
National Hire



### Barracuda Spam Firewall 400 Fast Facts:

- Services up to 5,000 active email users
- Compatible with all email servers
- Features MS Exchange/LDAP Accelerator
- Per user settings and quarantine
- Clustering for redundancy and added capacity

"After extensively testing nearly all the top-rated email security appliances available, during its 30-day trial period it was immediately clear the Barracuda Spam Firewall 400 was far superior to the rest," said Raveane.

### **Barracuda Spam Firewall saves National Hire time and headaches**

National Hire was impressed by Barracuda Networks 30-day trial period, but even more impressed by the immediate results it saw after plugging in the Barracuda Spam Firewall 400.

"The Barracuda Spam Firewall blocked approximately 50,000 spam emails in the first day we plugged it in," said Raveane. "Based on these instant results, and how easy it was to set up and use, it was pretty obvious that this solution was a winner."

With no software to install or modifications necessary to the existing email system, National Hire, in consultation with its solution provider, had the Barracuda Spam Firewall completely up and running in less than 25 minutes.

"The Barracuda Spam Firewall was nearly 95 percent configured when we got it, we didn't have to touch it for days and we saw immediate benefits," said Raveane. "After a few days of watching it do its thing and learning about its many advanced features we easily made some configuration adjustments to best fit our network environment."

Configuration of the Barracuda Spam Firewall is accomplished through a simple Web user interface that is built into the system. The configuration screens are comprehensive and provide for a large amount of customization. However, as National Hire discovered, this customization is rarely necessary since the Barracuda Spam Firewall comes with default settings and self-tuning parameters so that 95 percent of the options typically never have to be adjusted.

In addition, National Hire saves hours of work and resources with Barracuda Energize Updates, which are delivered automatically to the Barracuda Spam Firewall by Barracuda Central, an advanced technology centre where engineers work continuously to provide the most effective methods to combat the ever changing spam and virus variants. Energize Updates, including the latest spam definitions, virus definitions and security updates, are automatically distributed for continuous protection against the latest threats.

These automatic updates, along with other advanced features, make it possible for Raveane and the IT team to spend their valuable time on other projects rather than constantly worrying about keeping their email security up to date.

Further, the Barracuda Spam Firewall includes the MS Exchange Accelerator, which uses the LDAP service built into Microsoft Exchange to verify recipients before delivering messages to the Exchange Server. This saves on valuable resources and time and takes extra strain off National Hire's Exchange Servers.

### **Comprehensive reporting demonstrates immediate and continued ROI**

The ability to easily generate comprehensive reports is absolutely pivotal for Raveane and his team. Like most companies, when allocating budget for new and ongoing projects and products it is important for National Hire's IT team to be able to demonstrate to its management team that the investment is paying off.

"With the Barracuda Spam Firewalls' reporting features we can get instantaneous snapshots of its performance, which easily demonstrates the appliance's continued return on investment," said Raveane. "It was especially great when we implemented the Barracuda Spam Firewall, because not only did we receive positive feedback from users but we had the numbers and graphs to justify the money we spent to senior management."

With the Barracuda Spam Firewalls many in-depth reports, National Hire can easily obtain an ongoing view of spam and email virus hitting its email servers, as well as email usage on its network. The reports that Raveane finds most interesting include reports demonstrating top spam recipients, top email users, and top viruses.

"The reports give us a totally new view on email security threats and email use on our network," said Raveane.

"Now we not only (know) that the Barracuda Spam Firewall is working (due to) the lack of spam or user complaints in our inboxes, but we can clearly quantify how the appliance is protecting our network."



### **About the Barracuda Spam Firewall**

The Barracuda Spam Firewall is available in seven models and supports from 50 to 30,000 active users with no per user licensing fees.

Its architecture leverages 12 defense layers: denial of service and security protection, rate control, IP analysis, sender authentication, recipient verification, virus protection, policy (user-specified rules), Fingerprint Analysis, Intent Analysis, Image Analysis, Bayesian Analysis, and a Spam Rules Scoring engine.

In addition, the entire Barracuda Spam Firewall line features simultaneous inbound and outbound email filtering with the inclusion of sophisticated outbound email filtering techniques, such as rate controls, domain restrictions, user authentication (SASL), keyword and attachment blocking, dual layer virus blocking, and remote user support for outbound email filtering.

The Barracuda Spam Firewall's layered approach minimizes the processing of each email, which yields the performance required to process millions of messages per day.

## Superior customer service and follow through

From the beginning of the evaluation process to implementation and beyond, Raveane has not only been impressed with the performance of the Barracuda Spam Firewall, but with the customer support and service his team has received.

"Most vendors these days seem to have problems backing up their ambition with ability," said Raveane. "Barracuda Networks has it in the right order, the company clearly has the ability and the ambition."

"The company provides a powerful and easy-to-use product with the right mix of customer communications and follow through – resulting in a wonderful experience for the customer," he added. "This is one of those rare occasions where the reseller and vendor have completely followed up and backed up their product. The product lived up to all its promises and more."

Raveane and his team have been continuously impressed by how quickly and professionally any and all questions that they have posed have been answered by Barracuda Networks technical support professionals.

## Barracuda Spam Firewall: "It just works"

"Our IT team used to spend at least an hour a day dealing with spam and other email security threats, now we spend less than an hour a month," said Raveane. "With its powerful technology and automatic updates, the Barracuda Spam Firewall looks after itself – it just works."

The Barracuda Spam Firewall blocks an average of 98 percent of spam bombarding National Hire's inboxes, reducing spam by approximately 90 percent, with minimal false positives. Requiring little effort on the IT team's part, the powerful appliance protects National Hire's email servers from spam, viruses, spoofing, phishing and spyware attacks, and saves the company time, resources and countless hours of headaches.

"The Barracuda Spam Firewall continues to demonstrate a huge reduction in spam and the company has delivered on its promises of performance and comprehensive reporting," said Raveane. "In addition, Barracuda Networks backs all this up with knowledgeable technical support professionals. All of this allows for an increase of productivity from our IT team down to individuals' desktops."

## About Barracuda Networks, Inc.

Barracuda Networks is a leading provider of network security appliances for comprehensive email, Internet and IM protection. Its products protect over 40,000 customers around the world, including Adaptec, Caltrans, CBS, Georgia Institute of Technology, IBM, NASA, Pizza Hut, Union Pacific Railroad Company, and the U.S. Treasury Department. The Barracuda Spam Firewall and Barracuda Spam Firewall - Outbound protect organizations against spam, viruses, and violations to email security policy. The Barracuda Web Filter offers comprehensive content filtering and complete network protection against spyware, malware and viruses. The Barracuda IM Firewall is the only all in one gateway solution for IM traffic management and security. The Barracuda Load Balancer offers easy to configure, secure and comprehensive IP network traffic management across multiple servers. Barracuda Networks is a privately held company with headquarters in Campbell, California. Barracuda Networks has offices in eight international locations and distributors in over 80 countries. More information is available at [www.barracuda.com](http://www.barracuda.com).



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