

# Financial giant looks to Mimecast UEM for fail-safe email

## Context

Mazars is an independent international organization specialising in audit, accounting, tax and advisory services.

With a fifty-year-long history of professional excellence in South Africa, the group services its customers in nine locations across the country with a staff complement of over 60 partners and more than 700 professionals. The Mazars team members share a mutual obsession with technical excellence and a common determination to go above and beyond existing industry and ethical standards.

## Challenge

Reliable email systems are of the utmost importance to financial services entities for seamless business continuity. Therefore, it was inevitable that Mazars would look for an email management solution that could do just this — assist with business continuity and mitigate the business risks associated with email.

“Our work is time sensitive and content sensitive. This means that email needs to be up all the time and that no one other than the intended recipients ever gets access to the information,” says Louise Currie, IT Manager at Mazars in Johannesburg. “We needed an email security solution that was intuitive to use, absolutely effective and totally secure. After investigating a range of security and business continuity solutions, Mimecast was by far the best solution.”

## Solution

The initial 60-seat implementation took place in the Mazars Johannesburg offices in January 2007. To date, this number has more than doubled to 135 seats.

According to Currie, “The implementation was quick and simple. We started doing a migration on a Friday evening and by Monday our users’ email was up and running. Most of them



**AT A GLANCE:**

**Company**

- Mazars  
([www.mazars.co.za](http://www.mazars.co.za))
- Industry: Financial
- Number of Email Users: 1144

**Objectives**

- 100% email uptime
- Reducing spam
- Ensuring confidentiality of data

**Benefits**

- Always-available email
- Less time wasted on spam
- Protection of valuable intellectual property

didn’t notice that anything had changed.”

Key factors in the decision to implement Mimecast UEM were the compliance features in document retention and eDiscovery, with complete chains of custody through Mimecast’s ten-year bottomless archiving in secure, triple-redundant data centers. Every email is searchable within a

sub-second response time, allowing the company to have immediate access to data, whenever necessary.

From a continuity perspective, Mimecast provides a failsafe disaster recovery system for email. This is critical when considering that a significant amount of a company's current intellectual property is contained within email messages. Availability is the priority: even if the onsite mail systems are down, staff can continue to work via a secure web interface or the Mimecast Services for Outlook. Mazars also implemented the Mimecast data leak prevention toolset. With email being one of the most likely routes by which data may leak (either maliciously or, more often, accidentally) monitoring what information leaves your organization is vital. "Our work involves the finances of companies and individuals, so privacy is something we take very seriously. The data leak protection policies were rolled out across the company in a matter of minutes and we are now able to monitor and prevent sensitive data being sent or received by unintended recipients," says Currie.

### Benefits

"Mazars recently used Mimecast's eDiscovery service to settle a dispute. Due to Mimecast's compliant archiving and retrieving process, the chains of custody for all email interactions remains intact. This ensures that the integrity of the mail is retained and that all email correspondence can be used as legitimate evidence. On the strength of the email evidence, Mazars was able to settle the issue before it reached actual litigation.

"We see Mimecast not only as a security solution but also as insurance for the company. It is important for us to protect our clients as well as our business, to ensure complete business continuity and data privacy," says Currie.

An unexpected but welcome benefit has been that spam, the devil of all corporate email inboxes, has all but vanished for the firm. "Spam has decreased in excess of 85% since the implementation of Mimecast," says Currie.

Mimecast has a service-level commitment of near-zero content-based false positives on spam or known viruses. The protection via a seven-layer approach significantly reduces spam, and Mimecast provides a punitive SLA regarding 100% virus protection. "Overall, Mimecast has assisted the Mazars IT Department tremendously and has opened the doors for our IT team to tackle the more important and urgent issues. Since the implementation of Mimecast, the productivity of other departments, such as our human resources and tax departments, has also improved because staff don't need to worry about email downtime or spam related irritants anymore," concludes Currie.

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- Louise Currie,  
IT Manager  
Mazars

Mimecast makes business email and data safer for thousands of customers and millions of employees worldwide. Founded in 2003, the Company's next-generation cloud-based security, archiving and continuity services protect email and deliver comprehensive email risk management.

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