mimecast
unified email management

SOLVING SPAM ISSUES FOR LEADING BROKER

NMB | newman martin and buchan limited
Insurance and reinsurance brokers

Industry:
Insurance

Country:
United Kingdom

ABOUT NMB

Newman Martin and Buchan Limited (NMB Limited) is the leading independent niche broker in the London Market covering commercial Energy, Marine and Reinsurance business. Since its formation as an energy specialist in 1987, it has established a track record of adding value in various fields as intermediary between clients or producing brokers and insurers in the London and international markets.

A strength of NMB Limited is its independence from outside control and business suppliers, allowing it the freedom needed to adapt in the interests of clients, and disciplining performance and service standards.

NMB Limited is owned by its employees, protecting it from external financial pressures and diversions, and aligning its own rewards with the satisfaction of its clients. The company's philosophy is to foster and build on long-term relationships using balanced service teams that remain consistent year on year.

NMB relies on email for the smooth transition of data, terms and notifications between the business and its clients. Without the assurance of securely delivered, recorded and reported email transactions, the reputation of the company could suffer due to the immediacy of much of its work.

Previously NMB's emails were received through Mimesweeper and scanned for viruses, dangerous file-type attachments, images and videos. The emails were then copied to public folders for review and self-monitoring by relevant individuals.

NMB's email management process, whilst containing all the usual checks and balances, was not achieving the desired effect on spam emails that continued to plague the organization. Resources were being drained unnecessarily by users having to assess the validity of emails, taking employees away from the tasks at hand – and there was no indication that the spam, and therefore the administration time, would decrease in volume. NMB was also being subjected to a number of Dictionary Harvest Attacks (DHAs) where spammers were using all word options and variables to attempt to get their malicious code or content through to the recipient.

The IT department at NMB was already knowledgeable about the ramifications of spam and the steps required to solve the problems rather than merely managing the issues. All they required was a supplier that could provide the tools they needed in a cost effective, comprehensive manner.

Securing business communications

Mimecast supplied NMB with its online service to provide fast and easy access to its email. The technology was up and running within hours of the order being placed and the two companies worked as a team to refine the parameters to suit NMB's particular needs.

NMB's email objectives are elegantly dealt with by Mimecast's technology. Firstly, spam practically disappeared, thanks to Mimecast's ARMed SMTP (Advanced Real-time Reputation Managed SMTP) approach to email security. This next-generation anti-spam technology is not reliant on content examination to identify spam but instead uses sophisticated reputation and protocol connection techniques made possible due to the relational database-driven architecture of the technology. By working 'in protocol', spam is left at the source, no legitimate emails go missing and there are no quarantine folders to trawl through looking for false positives.

Keeping users working during outages

The email continuity aspect of the technology was the final NMB requirement. Lack of email, due to planned or unplanned server downtime, can cripple a business within minutes through missed sales orders and customer service issues. Mimecast's continuity service is a fail-safe feature which enables a user to log in via any web browser to both read and respond to stored and new emails, which would otherwise have been queued until the primary email server was back online.

Simon Edwards, IT Director of NMB; "The email inbox is no longer a place of dread and the sun now shines every day for the IT team. We had comprehensively evaluated all possible solutions and were surprised to find that Mimecast's was the only one that had the ability to make the positive difference we needed. Now, instead of being faced with a deluge of support issues and administration tasks, the email looks after itself. If we do ever need support, it is immediately available – in fact, the Mimecast team is so hands-on it feels like they're on-site with us."

The hands-on approach of Mimecast ensured that installation and support was fast and effective, immediately freeing up time for the IT department to focus on more important matters. In addition to this, the time that used to be spent wading through pointless emails looking for legitimate communications was eliminated.

Mimecast vastly reduces the bandwidth drain of email by not automatically accepting and transferring all emails, including the spam. The attachment linking feature also reduces bandwidth loading by automatically sending recipients a URL link to download a large attachment rather than including it in the email.

Peter Bauer, CEO of Mimecast: "NMB has a well-deserved reputation for value-added service and as with any business today, email is an integral, if not pivotal, part of that. Including Mimecast in its technology arsenal did not require large investment, changes to processes or even any downtime, but has added an additional layer of security, continuity and control over its main method of communication."

About Mimecast
Mimecast delivers Software-as-a-Service based enterprise email management for archiving, discovery, continuity, security and policy. By unifying disparate and fragmented email environments into one holistic solution that is always available from the cloud, Mimecast minimizes risk and reduces cost and complexity, while providing total end-to-end control of email.

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