

Liberata reduce email costs and become compliant with Mimecast

When Liberata conducted a risk assessment they identified the need for an email service that addressed their email archiving and compliance requirements, whilst eliminating the problem of spam. They did not want to have to spend time and money growing an in-house storage environment, so they turned to Mimecast.

Context

Liberata is one of the UK's leading providers of outsourced business processes. With over 2,500 employees across more than 20 UK locations, Liberata improves, streamlines and simplifies complex operational processes. It has a strong commitment to delivering 'Value for Money' to its clients and to making a positive contribution to the communities within which it works.

Challenge

Following a risk assessment in September 2007, Liberata identified that they needed an email archiving solution to mitigate the risk of key personnel leaving the business at short notice that have been working on business critical projects. It was estimated that many hours of productivity would be lost searching through backup tapes to re-establish control in these projects. The lack of an effective email archive also left Liberata exposed in regards to meeting compliance standards.

In addition, a range of disparate products were in use to provide edge protection against spam and virus infection. Levels of spam were a particular problem. There was as much likelihood of legitimate email being blocked as there was spam being let through. Spam release was a manual task by the corporate help desk and this was considered to be a wasteful use of skilled resource. As there was a driver to cut costs in the business, without sacrificing service levels, this was seen as an immediate area to address.

LIBERATA

AT A GLANCE:

Company

- Liberata (www.liberata.com)
- Industry: Business process provider
- Number of Email Users: 2,500+

Results

- Comprehensive, tamper proof email archive
- Uninterrupted email service during outages
- Protection from spam and virus threats
- Reduced administration burden frees up IT resources
- Dramatic cost savings

Liberata also has a large mobile workforce, so its business relies heavily on remote working technologies. It needed to ensure that employees had access to archived and current emails in a secure and time-sensitive fashion.

Liberata conducted a detailed analysis of the email archiving market and quickly realized there was a significant business case for moving to a SaaS email archiving solution as opposed to bringing IT in-house. John Tyreman, Director of IT, Liberata says: "As an outsourcing provider ourselves, we believe that the SaaS model can add value and be highly cost effective. However, there are several models out there and we

wanted a trusted, secure model that has the appropriate service-level agreements, security and expertise.” Tyreman added: “The service needed to address our email archiving and compliance requirements, whilst eliminating the problem of spam. We did not want to have to waste time and money growing an in-house storage environment and refreshing it every 5 to 10 years.”

Solution

At the end of 2007, Liberata selected the Mimecast service and by January 2008 the entire workforce were fully functional on the Mimecast service. John Tyreman adds: “At first, our IT staff had been quite resistant to the move as they saw the service as ‘job replacement’ – instead of freeing up their time to concentrate on other business critical projects. However, they quickly saw the benefits and how easy it would be to use Mimecast. I was astounded that within just a few seconds of implementation, we were archiving our emails and had become compliant. Staff were unaware of the switch because there was no downtime – it was that simple.”

Benefits

Mimecast’s comprehensive archiving service has the ability to access up to 10 years worth of email and attachments within a couple of seconds. Liberata have also addressed email compliance concerns as Mimecast store emails in a tamper proof environment. If an email was ever needed as evidence in a court of law Liberata have complete confidence they would be able to provide the full audit trail of email communication. John Tyreman comments: “Another great feature of the archiving service is that we now also have a business continuity plan in place. On one occasion one of our Exchange servers went down and staff continued working via Mimecast webmail – it was brilliant.” Factored into the decision to use Mimecast was the recognition that this resilience would allow Liberata to drop plans for the rollout of a mirrored exchange environment, which has saved the organization several tens of thousands of pounds.

Mimecast’s security technology means that 99.5% of the spam Liberata was receiving is now blocked and 100% of the virus threat

“Mimecast provides us with the complete email management package and as a result of using the service we have reduced IT costs, improved service quality and become immediately compliant with regards to email storage regulations and business continuity requirements. Our confidence in the service also means we recommend it to our customers.”

- John Tyreman
Director of IT
Liberata

eliminated. It also ensures zero content-based false positives, meaning staff no longer have to waste time searching for legitimate emails that may have been caught by its previous spam filter. John Tyreman said that, “by effectively managing our spam, the service has saved us the equivalent of one full time employee a year.”

Liberata has experienced a wide range of business benefits including a dramatic cost saving by selecting Mimecast. For the same cost that they were historically paying for their spam filter, Liberata have the additional functionality of email archiving, which has also provided the company with simple email retrieval with minimal input from its IT team. All staff can access up to 10 years worth of records within a couple of seconds, which also means they have a reliable business continuity strategy.

The Mimecast solution has addressed so many email management requirements for Liberata that they have now started reselling the service. John Tyreman concludes: “We have been so pleased with Mimecast, the benefits and the cost savings that we are now reselling their service to our own customer base.”

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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