

Client:

Hollinger Print Ltd is a quality commercial design and print company that has been servicing the business community for over 20 years. Growth has been considerable as demonstrated by the company's move to a purpose built factory in 1999. Investment in the latest technology is an essential component of Hollinger's success and continues year-on-year. ISO 2002 accreditation was achieved in 2003 and is part of the company's ongoing commitment to continuous improvement. With an established design and print business already in place Hollinger has expanded into Marketing and Print Management resulting in the company's ability to offer customers a complete design, print and marketing solution.



<http://www.hollinger.co.uk>

Tel: 01603 309 000

Challenge:

Like many businesses, Hollinger Print has seen junk mail grow from an annoyance four or five years ago to a major headache today. The company receives in excess of a 2,700 spam emails each day. To put this into perspective, close to 1 million junk emails are sent to Hollinger each year. This alarming growth did not only affect productivity but many spam messages had become a security threat. Emails with links to external web sites containing viruses or worms caused computers to become infected if staff clicked on the links. Phishing emails tempted staff to divulge passwords to bank and other online accounts. The fall-out from a virus infection was significant in terms of the cost of cleaning up the infection and the potential danger posed. They tried several initiatives to reduce the amount of spam received but these met with limited success or required staff to have the time and technical knowledge to maintain their own "white" and "black" lists. This was not something they considered a viable option.

Solution:

Mark Hollinger, the company Director, asked us if we could help. Our remit was to combat the unacceptable volume of unsolicited email they received as well as minimise the dangers posed by messages containing viruses and other harmful content. In short, they wanted us to help them reclaim their internet and email resources from spammers and fraudsters. After an engineer made the required configuration changes mail flow was redirected through our secure mail gateway before delivery to Hollinger's mail server. 36 hours after the service went live we were contacted by Mark reporting a drastic reduction in spam. Although we were delighted we were already aware of this fact as an engineer was monitoring the 3000 spam messages destined for Hollinger that had been intercepted and quarantined by us! Since then the interception rate has increased resulting in a 99% reduction in the amount of junk mail Hollinger receive. The company has successfully reclaimed its email and internet resources while protecting staff from message based threats.

FOR MORE INFORMATION ON SPAM FILTERING CLICK HERE <http://www.itelica.com/antispam.html>