

FCm Travel Solutions Selects Trustco Plc to Stop Denial of Service Attacks

The Client – FCm Travel Solutions

FCm Travel Solutions is a worldwide corporate travel and expense management specialist delivering time and cost efficiencies for companies large and small, local and global.

Business strategy focuses on steady growth supported by strong management and excellent systems. The company therefore has a high reliance on IT and the Internet, with email being used extensively to communicate both internally and with clients.

With 600 staff relying on electronic communications, any disruption would cause significant business problems.

The Challenge

Email is critical to FCm - around 15,000 emails come into the company every day. A large number of enquiries to the company are via email, and sales depend on the technology as a critical tool.

On one particular Monday a denial of service (DoS) attack effectively stopped email flow for FCm. The existing email protection solution was fending off the attack, but servers had no spare capacity to process emails.

A backup service was in place, spooling delayed emails. But, to compound the problem, a failure at this service meant that the backlogged emails were delayed further.

The following day, the same sequence of events occurred again, leading to a second day of email service delays for FCm.

Clearly a new approach had to be found – and quickly. Kevin Trill, IT Director for FCm, started to look for a solution that would block denial of service attacks before they reached the corporate network. He was also concerned about the dramatic growth in received spam messages – from 400 per day to around 1,500 within only a few months.

The Decision

Kevin decided that a managed service approach to email protection was the appropriate solution. This approach was seen as being the best way of offering

- Email security and threat management
- End-user transparency
- Spam management

“Trustco got us up & running very quickly and provided good support throughout”.

The Client

FCm Travel Solutions

- Business travel & expense management specialist
- Worldwide operations
- 600 staff
- Heavy reliance on email

The Challenge

- Denial of Service attacks
- Lead to a two-day email service failure

The Requirement

- Block DoS attacks before reaching corporate network
- Rapid response from reseller

The Solution

Trustco Plc delivered

- Postini's Integrated Message Management solution
- Managed service

He considered the three main players in the market. One was quickly eliminated. FCm had experienced email delivery failures between themselves and clients using this managed service.

The two remaining services were evaluated. "Trustco jumped" said Trill. "They arranged a demonstration of Postini's managed service in no time – within days of the denial of service attacks". FCm subsequently went through a full evaluation of Postini.

"Trustco got us up and running very quickly and provided good support throughout".

The Solution

Two managed services were evaluated, with Postini being chosen as the superior solution. According to Trill, "Postini gives us low email delivery latency while ensuring that all emails are delivered – both key aspects for our client communications".

From the internal point of view, the solution provides

- Central configuration together with end-user controls
- A simple, daily digest of quarantined messages
- Excellent spam management

Trustco has established Postini as FCm's first line of defence against email threats. The solution delivers only "good" traffic to the company's corporate network.

Postini's advanced approach to managing unwanted email also means that FCm's IT group is now freed from releasing quarantined messages on behalf of staff, saving two hours per day of IT administrators' time.

"Trustco has provided us with protection from denial of service and other attacks, with the added benefit of advanced management of spam"

"I'm now confident that we have a comprehensive solution in place that blocks email threats on our behalf"

The Benefits

- Administrators more productive—no longer having to release quarantined messages
- More reliable email infrastructure
- Staff more productive—unwanted emails virtually eliminated

"Trustco jumped. They arranged a demonstration of Postini's managed service in no time."

Kevin Trill, IT Director

"Postini's advanced approach to managing unwanted email saves two hours per day of IT administrators' time."

Trustco Plc is a UK based IT solutions provider with a focus on enterprise security services, servers, storage & communication solutions from the very best Tier 1 technology vendors. Our experience in servicing the Corporate, Mid-Tier and ISP markets over the past 8 years combined with our four unique value propositions has made Trustco a success in this competitive market space. We offer Educated Choice, Control & Visibility, Our Staff & Culture and Value.

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