

Esurance

Esurance doesn't just offer reliable insurance coverage, their online communications are now reliable with MessageLabs solutions.



Esurance is one of the best known online auto insurance companies in the country, offering coverage to nearly 90 percent of the population. It offers consumers affordable rates, a convenient interface, and personal service. Esurance customers can manage their policies online and contact customer service representatives 24 hours a day, 7 days a week. The company launched its online product in 1999 and grew rapidly. As a result, email volume skyrocketed—as did the spam and viruses making their way into the organization. For an online-oriented insurance company, seamless operations and security are paramount.

INDUSTRY

Insurance

HEADQUARTERS

San Francisco, CA

WEBSITE

www.esurance.com

MESSAGELABS SOLUTIONS

Email Anti-Virus
Email Anti-Spam
Content Control
Policy Based Encryption

NUMBER OF USERS

1800

Spam vs. Security and Productivity

The IT professionals at Esurance initially employed an in-house solution by using GFI MailEssentials™ to fight spam and Symantec software to guard against viruses. Still, spam made its way into the system, reaching unacceptable levels in 2007.

"A couple of years back, volumes of spam started getting really bad," says Marj Hutchings, Director of Internet Operations at Esurance. "The longer somebody had been here at the company, the more spam they'd get. Several of our executives and managers were really having issues. It was getting to be pretty time-consuming to clean up all that spam, to wade through everything." The company required a filtering solution for email content and attachments that could quickly identify malicious content, inappropriate language, and other offensive material.

Protecting Data, Business and Clients

An added concern was that critical information was being sent over the Internet by Esurance employees – and its customers. That's why Esurance and the entire insurance industry find data-leakage to be such a serious issue. The company knew it needed to monitor and protect all outbound emails.

"We take security very seriously here," says Hutchings. "We're a 24/7 operation, and employees are here round-the-clock. From a data-leakage standpoint, we wanted to make sure that users had a way to easily encrypt their messages, regardless of what they were sending." In addition to protecting the transmitted data, the company could not afford any slowdown in the organizational workflow, thus the encryption needed to be seamless for Esurance employees.

A Solution That Wouldn't Slow Down Servers

Esurance had just upgraded to MS Exchange 2007 and found that some leading encryption solutions caused its server to run slowly. It began searching for a way to fight spam and viruses that would work seamlessly with its new communications software.

"We're a low cost operator, and we want our engineers to focus on critical infrastructure—not deal with spam."

Marj Hutchings

Director of Internet Operations
Esurance

Why MessageLabs?

MessageLabs Services provide better threat protection than any other messaging and web security vendor – proven by our consistent record of stopping threats long before our competitors. We're unique in combining best-of-breed third-party offerings with our own predictive Skeptic™ technology – ensuring we maintain the most up-to-date knowledge base on Internet threats and deliver benchmark threat detection. Linking this knowledge with world leading global infrastructure and unmatched speed in sharing data across protocols, we act effectively even as threats converge and grow in sophistication.

"We were having so many problems fighting viruses," says Hutchings. "Every time we got updated virus definition files we had a problem with our exchange server. It ran slow, and it was crashing. The solution we had was still letting a lot of spam come through and that was an issue, too. We were having to dedicate a lot of time into maintaining that solution."

Enter MessageLabs Services

Esurance chose MessageLabs for anti-spam, anti-virus, content control, and policy-based encryption support. The results were immediate.

Hutchings says, "MessageLabs hasn't only benefited our IT department, it's helped our business. Reducing spam has cut the load on the employees – they don't have to spend their time sifting through all those unnecessary emails."

Perhaps most important, MessageLabs Services work seamlessly with Esurance servers.

"This is a clean solution. It's been completely transparent to our users. It's a very easy product to use," added Hutchings.

For more information about a proactive email security service, working around the clock and around the globe, visit www.messagelabs.com

SOLUTION AT A GLANCE

Key Challenges

- Minimize disruption from spam
- Prevent virus outbreaks
- Block inappropriate messages and attachments
- Protect critical data being sent via the Internet
- Improve system performance

Business Results

- MessageLabs anti-spam solutions have reduced spam dramatically
- Esurance emails now queue on the MessageLabs system, so if the Esurance server goes down the company is not at risk of losing its emails or the critical information they contain
- MessageLabs anti-virus solutions provide an additional layer of protection
- Policy based encryption safeguards sensitive information being sent over the Internet