

SoftScan and Keyfort keep BSO's email in tune



SOFTSCAN CASE STUDY

When the Bournemouth Symphony Orchestra started to be overwhelmed by a crescendo of spam, it turned to Keyfort and SoftScan to provide a solution.

The Bournemouth Symphony Orchestra (BSO) has been performing concerts since its beginnings in 1893. It has grown considerably over the last century and today gives concerts at some of the most famous musical landmarks around the world including the Royal Albert Hall, Carnegie Hall and the Musikverein. BSO performances have even been nominated for two Grammys.

Email plays an important part of the everyday communication that is required to organise and manage the intricacies involved in co-ordinating rehearsals, concerts and running an extensive education programme. Andrew Minns, Head of Finance, BSO knows that when something is not right the users are not afraid to tell him.

"I always know when something goes wrong," he explains. "I have a whole host of people troop into my office to complain. Spam was one of those issues. One day it wasn't a problem, the next we seemed to

be overwhelmed by it. We have about twenty five email users and when they all started to receive fifteen to twenty junk mails everyday, it didn't take them long to let me know," he jokes.

Andrew Minns contacted his local network services provider, Keyfort, for advice as to the best way to tackle the problem. Keyfort, implement and manage secure networks used for data, voice and video. Based in Bournemouth, Keyfort has customers throughout the private and public sector.

The BSO was already using a managed service to prevent email borne viruses from entering its network, so it seemed that the best solution would be to extend the service to include anti-spam as well. Keyfort suggested that by changing suppliers to SoftScan they would not only get a more flexible service with additional functionality, but that the cost would be significantly less too.

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“We have a great relationship with Keyfort, so we knew that their suggestion of changing suppliers would be the right move and that trust was proved to be correct. Switching to SoftScan was extremely simple and took just a matter of minutes to point our MX records to SoftScan. With minimal disruption to our business Keyfort soon had the new system in place and working effectively.”

SoftScan provides a flexible hosted service that eliminates spam and viruses before they enter the BSO’s network. With no expensive hardware or software to install, the BSO started to receive protection as soon as its email traffic was routed to SoftScan.

SoftScan delivers market-leading protection through a number of award-winning virus scanners in addition to SoftScan’s own intelligent scanner which uses advanced analysis of email behaviour to block unwanted emails – enabling it to stop viruses before conventional scanners have adjusted to the new threat.

“As soon as we redirected our email traffic through SoftScan we noticed a dramatic reduction of the amount of spam we started to receive. The default settings of SoftScan were very near to our requirements, so it didn’t take long for the system to be configured for our exact needs. Although viruses have never been a problem for us, one of the settings I particularly liked was that as a default the system doesn’t send you an

email every time it stops a virus, which our old supplier did. I’m sure there would have been a way to turn this off, but who has time to search for that? The constant emails were annoying though, particularly when there was a virus pandemic.

What I do find helpful is the daily email report that shows any emails the system has stopped as spam, but isn’t one hundred percent sure about. I like this feature because it acts as a timely reminder and ensures that when it does contain legitimate email messages that they are released quickly and easily without any major delay to our business.”

The BSO manages SoftScan through a web-based console that provides a one-click overview at login to provide a detailed breakdown of exactly how the system is working and the distribution of clean, spam and virus emails. However Andrew Minns rarely uses it, which he claims shows exactly how well SoftScan works.

He concludes, “Spam has gone from being an issue that would take up both my time and the BSO users’ time, to something I rarely think about. Like most organisations, life without email is unimaginable and SoftScan ensures that not only do email borne viruses and spam stay out of our network, but that email itself remains a productive communications tool.”



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