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Logistics Firm Modernizes Its Email Security with Trustwave MailMarshal

CASE STUDY

The client is an almost 100-year-old EU-based logistics company. The organization has more than 10,000 employees, operates in more than a dozen European countries, and handles in excess of 15 million shipments annually. The client did not have a prior relationship with Trustwave's cybersecurity products. This partnership is new, as the company previously used a different email security solution.

The Challenge

The logistics firm needed to modernize its outdated email security solution, especially since the current vendor was transitioning their product to the cloud. Given the firm's focus on its core business and its extensive physical presence, the company preferred an on-premises email security solution that could scale with its growth.

A more technical issue that the logistics firm wanted to fix was the high number of false positives its previous email security solution was delivered. These alerts taxed its IT team as it had to manually administer each blocked email. This activity entailed releasing those emails that were safe and writing exceptions to the rules to stop safe emails from being blocked incorrectly.

The Solution

The solution to the logistics firm's problem was the on-premise version of Trustwave MailMarshal Advanced. The Trustwave team and another major email security provider, also vying for the firm's business, each set up a proof of concept email security solution on the logistics firm's system so the company could evaluate each vendor's product.

The logistics firm was impressed by MailMarshal's quick and smooth implementation, ease of use, out-of-the-box policies, and higher detection rates of spam and malicious emails. Helping finalize the decision for the logistics firm was MailMarshal's core feature set, which includes:

- Protects against ransomware attacks, Business Email Compromise (BEC), phishing scams, malware, and Zero-Days
- Zero clients reported ransomware infection in 20+ years
- 99% malware and exploit capture rate
- < 0.001% spam false positives

MailMarshal's recently upgraded image analyzer also played a role in the decision-making process. This tool examines images embedded in emails for malware to ensure the image does not violate company policies. Emails deemed dangerous are sandboxed for further study.

Once the client opted for MailMarshal, Trustwave simply made the proof-of-concept demonstration that was already installed and operating on then network, the de facto email security solution for the client.

It should be noted that a Trustwave reseller partner facilitated the initial contact between Trustwave and the logistics firm. The channel partner met the client at the roadshow and fully briefed the company on its capabilities.

The Results

The client has expressed appreciation for Trustwave's email security technology and feels much more secure under MailMarshal. The client was also very pleased with the expeditious manner in which Trustwave could demonstrate MailMarshal through its proof-of-concept process and then quickly have the solution up and running.

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