CONTIFORME
the support of company communication

Company
Contiforme

Country
Portugal

Industry
Integrated graphic solutions

Solution
Email Protection

Licenses
120

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Armando Ferreira
IT Systems Manager.

Structure

Contiforme has some 170 employees, around 120 of which are network users, divided into "80% with access to the business network, 10% with access to internal networks and 10% remote users", explains the man in charge of the corporate IT resources. The computer infrastructure comprises 15 servers running Windows 2008 and Windows 2003, and workstations with Windows 7, Windows Vista and Windows XP Pro. The network includes its own email server with MS Exchange 2003, which allows access to Webmail via HTTPS. All the public servers have 160-bit SSL certificates in compliance with the PCI-DSS regulation. Contiforme has implemented other top-notch Panda Security solutions like Panda Security for Enterprise, which benefits from its centralized management console Panda AdminSecure; Panda Security for File Servers to protect its file servers; Panda Security for Desktops, surefire protection for workstations against internal infections; and Panda Security for Exchange Servers, protection for Microsoft Exchange Server.

Panda Gatedefender started the relationship between Contiforme and Panda and is a perimeter protection hardware appliance that protects the company's network from external threats. It offers maximum security: anti-malware, anti-spam, Web and content filtering, and the ability to selectively block Instant Messaging and Web 2.0 applications.

The latest Panda solution chosen by Contiforme is Email Protection which, according to Armando Ferreira, "complements the protection of our IT infrastructure and electronic communications. Email Protection has freed us from routine tasks such as mail filtering and management, eliminating malware, spam, scams, phishing and hoaxes at the network perimeter". Based on the Software as a Service (SaaS) and cloud computing models, this innovative solution moves the processing, analysis, classification and disinfection processes to Panda Security servers around the globe, reducing Contiforme's workload and providing the company with safe, clean and productive email. It benefits the business by reducing impact on network and computer nce, and increases employee productivity, as users no longer have to spend time determining which messages have importance and which do not.

Deployment

It was 2005 when Contiforme first received Panda Gatedefender for their internal testing, "The deployment process was immediate and transparent. It happened within a week of our first phone contact and the results were amazing. We closed the deal in less than 15 days", recalls Ferreira. This, together with a series of disappointments with their security supplier at

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the time, resulted in their decision to adopt Panda's solutions, both its perimeter appliance and software applications for desktops and servers. "The deployment of the desktop defenses was a natural evolution, just like a migration from our previous solution".

Regarding their latest acquisition, Email Protection (Email Protection), it initially attracted a lot of curiosity due to its innovative concept. "It was captivating due to the simplicity of the management console, accessible over the Internet from anywhere" explains Ferreira. "You don't need to install Email Protection, which is fantastic. Administrators and end-users can access the portal from their browser, and it only took us 48 hours to deploy the protection across our entire network". Another important factor was "the positive feedback from users on the portal's ease of use and the fact that their email is available everywhere there is an Internet connection". He also underlines that "within the network, it is Gatedefender that enforces and conditions mail acceptance policies", with the main change being that "the filter configuration and criteria are not generally defined, but are now customized for each individual recipient at cloud level".

Email Protection's most compelling feature, according to Ferreira, is "the fact that it allows you to continue receiving and checking your email even when the server is not available for maintenance or for other reasons". The results were immediate and complete: "The number of spam messages it blocks is impressive, as is the number of tasks we have eliminated not only for Gatedefender but also for our Exchange server and Internet traffic". With Email Protection, Contiforme found out that on average "more than 40% of all emails we receive are spam".

Support

Armando Ferreira explains that "Panda's tech support shows total dedication to satisfying their customers". Particularly noteworthy was the work done by the account manager assigned to Contiforme, Nuno Amaral, who "provided all the necessary support for the rapid deployment of the solution".

The challenges

- Reduce spam volumes
- Improve productivity
- Reduce the IT department's workload
- mprove resources nce

The results

- High spam and malware detection levels
- Simple management and maintenance
- Fast and easy deployment
- Continuous and personal technical support
- Freed up IT resources to focus on core business activities
- Corporate security policy enforcement

Customer´s profile

Contiforme was established in 1967 with Portuguese capital. Located in Abóboda, Carcavelos, it extends over an area of 20,000 m2 with about 170 employees and a turnover of €12 million in 2010. It is positioned as a business partner offering integrated graphic solutions to meet all market needs. It has a capacity of 1,500,000 color and 15,000,000 black and white prints per month thanks to its strong partnership with Xerox. Its offset printing technology allows it to meet market requirements, and has been certificated by the Bank of Portugal and the Associação Portuguesa de Bancos (Portuguese Association of Banks) , it is also certified by Apcer and IqNet for ISO 9001 certification compliance.

For more information, visit www.contiforme.pt