



Customer Case Study

Leumi Bank Seeks Solution for Spam Crisis

Bank Leumi is one of the leading in Israel with over 300 local branches and over 10 international branches located in major cities around the world. Established over 100 years ago, Bank Leumi is the largest commercial bank in Israel with assets totaling over 100 billion dollars at the end of June 2005.

The bank's spam crisis

The estimated financial damage caused by spam to Leumi Bank exceeded the damage caused by theft and armed robbery combined. Taking into account the amount of spam the bank received daily, the time users spent a day opening, reading and deleting spam mail, was as much as 30 minutes per employee per working day.

Requirements

The solution Leumi Bank required needed to comply with the following demands:

- ◆ **Spam filter:** The bank was looking for a solution with superb detection rates of false positives close to 0% and close to zero spam leaks.
- ◆ **Manage high traffic:** The bank is connected to all the major ISP's in Israel, with a total bandwidth of 128Mbit/sec. The solution was required to support this communication rate.
- ◆ **Security:** The bank required two separate systems - one to scan mail and one to hold logs and quarantine. The scanner systems needed to be located in the DMZ and the logs and quarantine systems needed to be located in a protected place, a second level DMZ.
- ◆ **Enterprise-level solution:** As the bank operates 24/7, the solution was required to provide redundancy, fault tolerance and high availability.
- ◆ **Centralized management:** Although the solution required redundancy and contained several machines, it was required that the solution be managed using a single point GUI management system.

"PineApp Mail-SeCure's Anti-Spam performance exceeded performance in all criteria tested."

Aryeh Zilka,
Director of Infrastructure
Development,
Leumi Bank



IN A BRIEF

The Customer:
Leumi Bank

The Challenge:
Save hours spent on dealing with spam, viruses, worms and Trojan horses

The Solution:
Two Scanner-Director Mail-SeCure 5090 arrays were utilized

PineApp's Enterprise Solution

Leumi Bank's IT department carried out an extensive search for the best performing solution that will also meet the bank's strict requirements. "PineApp's Mail-SeCure solution stood out as an integrated solution to best secure Leumi Bank's mail system" says Mr. Aryeh Zilka, Leumi Bank's Director of Infrastructure Development. "The solution met all our requirements. As a global solution, PineApp Mail-SeCure's Anti-Spam performance exceeded performance in all criteria tested."

"Furthermore, we were surprised by the spam detection rate - almost 100% and by the false positive rate; only three incidents within six months!"

Anti-Spam Accuracy

PineApp Mail-SeCure features different engines one of which is Commtouch's RPD technology engine. The combination of this technology with the ability to control the system's sensitivity to spam provides excellent results. Close to 0% false positives and high Anti-Spam percentage capture, ensures minimal time is spent by the IT department in managing the system's quarantine. "Due to Mail-SeCure's accuracy, time spent on searching, releasing or downloading good mail is reduced to almost zero", states Mr. Zilka. "One central management console provides full management capabilities over all the units and this, too, reduces overhead management time."

Not Just Anti-Spam

One of Mail-SeCure's features is the ability to analyze traffic and report possible phishing. This is important as bank systems are very sensitive to phishing attacks which may cause damage to clients and the bank's reputation.

Mr. Zilka: "For us as a bank, this feature has enormous importance for the protection of our customers." Mail-SeCure has a multi-layered Anti-virus system that provides a 100% virus-proof system.

"Though we purchased an Anti-Spam solution, the system has proven to be an excellent Anti-Virus solution as well. Mail-SeCure identified and blocked viruses that passed through our main Anti-Virus gateway."

Reducing support calls

Prior to implementing Mail-SeCure, the IT help-desk team received as much as ten spam-related calls daily. After implementation, the number of calls was reduced to less than three calls per week. "Spam is no longer an issue" says Mr. Zilka "Our IT help-desk team is finally free!"

ROI achieved within Six Months

According to Mr. Zilka, PineApp's solution reduced ownership costs and solved all Spam issues. He also stated that the ROI on implementing Mail-SeCure was achieved within six months.

About the Mail-SeCure Appliance

Leumi Bank purchased two Scanner-Director Mail-SeCure 5090 arrays, which were utilized in their network.

Mail-SeCure provides total perimeter security

It is located outside the network, so it blocks threats like spam and viruses *before* they reach the network. It creates a buffer between the Internet and an organization's email systems by using a complete system of perimeter anti-spam/anti-virus security layers.

Mail-SeCure proactively protects networks against targeted and non-targeted email threats

The appliance includes multi-layered anti-spam and anti-virus systems that proactively protect organizations and enterprises from both targeted email threats (spam, viruses, worms, Trojan-horses) and non-targeted email-related threats (mail-bombing, denial of service and backscatter). Anti-spam engines include pattern detection, zombie detection, zero-hour detection, IP reputation and image spam defense, plus a heuristic and a Bayesian engine to recognize spam in any form and block it.

Anti-virus engines include three signature based, one heuristic based and one zero-hour detection mechanism.

Mail-SeCure requires no updated filters and firmware to meet new threats

Most email security solutions require organizations to update their software or firmware to meet new threats. Since it takes time to identify new threats and find appropriate protection, companies are left vulnerable. This is especially critical considering many threats last less than a day. By the time security firms find a cure, it's already too late.

Mail-SeCure's anti-spam/anti-virus engines protect organizations right out of the box; Its zero-day capabilities automatically protect a network against current and future spam, phishing and virus threats. Moreover, its pattern recognition analysis spots spam in any form—including image spam, PDF spam, Excel spam and other emerging threats—and blocks it.

With Mail-SeCure, organizations are automatically protected from day one.

Mail-SeCure saves network bandwidth

Unlike most competitors, Mail-SeCure is located outside the network. As a result it blocks and quarantines spam even *before* it ever reaches the network, which saves valuable bandwidth. This is especially important since image spam (PDF, JPEG, GIF, Excel) requires megabytes of storage. Reports indicate image spam now accounts for half (or more) of all spam on networks. Some companies complain that image spam is clogging their mail servers and bringing them to their knees.

Mail-Secure provides simple-to-use management tools

The appliance provides administrators with easy-to-use tools to enforce advanced local policy as well as a mechanism to control and manage mail flow, so it is also easy to set up and use almost immediately.

Mail-SeCure costs less

Many customers state they purchased a Mail-SeCure appliance and yearly license for less money than many competitors charge for the annual license alone. However, the main reason they made the purchase was that Mail-SeCure simply worked better than the others.

For more information on how Mail-SeCure can offer your company total perimeter security, visit <http://www.pineapp.com>.