

'Layered Defense'- a new technique in e-mail security



Global Leader in automated data collection and mobile computing systems gets to work on cleaning up Exchange System and enforcing corporate e-policy.



Intermec Technologies Corporation, a Unova* Company, is a global leader in the development, manufacture and integration of automated data collection and mobile computing systems. Intermec first became involved with Active Folders in early 2000 following the outbreak of the Melissa virus.

With more than 3500 employees in 60 offices around the world and 256kb links between countries, Intermec have implemented a complex e-mail infrastructure using Microsoft Exchange. To support this set-up and to protect business applications such as volume e-mail fax and integration to Baan from e-mail-borne virus attacks, Intermec have needed to implement a multiple layered defense system to ensure down time is kept to a minimum.

Intermec first discovered C2C's Active Folders through a web search following the outbreak of the 'Melissa' virus. Like some of the world's biggest and most computer-savvy companies, including Microsoft® and Intel, Intermec were forced to close their links to the world to prevent the spread of infection.

Once it had hit, the virus took their system down for 6 hours and affected 50 percent of the corporate organization. Intermec used Active Folders to scan their Exchange message store for messages that had passed the front-line defenses and were within the internal system. Once found, Active Folders could delete these items.

As an astute company, relying on technology to process their business efficiently, Intermec can measure the financial consequences of not trading and delayed trading, and estimated this in the region of thousands of dollars per hour. As the new anti-virus definition files took most of the day to arrive, the cost of a product that keeps their system running could easily be justified.

"Our primary need was to search and delete items in our message store while waiting for the full Anti-Virus solution and Active Folders could do this. We needed to have a Layered Defense in place to ensure that any items slipping past our gateway were caught quickly elsewhere", says Malcolm Marwick, European Network Supervisor.

During this time, it became apparent that Active Folders would play another important role in Intermec's corporate e-policy. This justification was a rogue e-mail sent by a former employee, making unacceptable statements about some senior managers.

"This was very damaging to the parties concerned and when we discovered that Active Folders could also scan for content on specific issues, we were eager to install as soon as possible to prevent this from happening again", says Marwick.



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Active Folders was implemented quickly and smoothly and has since dealt with Melissa hangovers, I Love You and Anna Kournikova viruses and provided protection against rogue emails. Intermec does not operate a policy of scanning all e-mail, but like many companies, will scan mailboxes and folders for certain material on the request of a senior manager.

Active Folders has now been successfully implemented over the 14 offices in Europe, including the Headquarters for Europe, Middle East, Africa (EMEA) and Asia-Pacific, located in the UK. "The implementation has been a great success, and we no longer need to shut the system down for anything more than a few minutes when a new e-mail borne virus attack hits. The effect of this on business is obviously huge and easily justifies the cost of implementing Active Folders" says Marwick.

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The Exchange System

Intermec's Exchange system was originally built in 3 weeks, after their cc:Mail system crashed and was unrecoverable. Having built in haste, they are planning to consolidate and improve the system set-up. In recent months they have moved from an NT/Exchange 5.5 base to Windows 2000 and over the next 12 months they will upgrade to Exchange 2000.

Intermec's folder system has grown rapidly to more than 3500 folders. They are looking for Active Folders to move them from a reactive situation with the management of Exchange to a pro-active one. They see the benefit of Active Folder's trend analysis and usage reporting and how this will give them more accurate information on the growth of the their folder and mailbox system.

"We are in a stronger position to plan for Exchange in the future" says Malcolm. "Our Exchange system runs regardless of an outbreak of viruses as a result of implementing Active Folders and we are happy with the achievements and uptime of the system".

*About Unova

UNOVA, Inc. (NYSE:UNA) is a \$2 billion industrial technologies company, headquartered in Southern California, whose worldwide divisions provide customers with integrated system solutions to enhance productivity and improve competitiveness. The Company operates in two primary businesses - **Automated Data Systems (ADS)** and **Industrial Automation Systems (IAS)**.

The ADS segment comprises:

- Wireless networking products/services
- Mobile computing products/services
- Internet-enabled automated data collection

Within the IAS businesses are:

- Integrated manufacturing systems
- Metal-cutting production systems
- Body welding and assembly systems
- Precision grinding and abrasive operations
- Stand-alone machine tools

About Intermec

Intermec market a complete line of data collection hardware, network devices, mobile computers, bar code printers and label supplies in 70 countries.

Their products help enterprises keep track of vital information as supplies and resources move throughout business processes, such as shipping and receiving, inventory control, work in process, time & attendance, transportation, route distribution, field service and sales automation.

