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Swansway Garages Fixes False Positive Challenge for Spam, Phishing and Impersonation Emails with Mimecast

False Positive Overload

Swansway had noticed a proliferation of attacks passing through their incumbent Symantec security defenses including spam, spear-phishing, malware, and impersonation emails.

In addition to the security risks they were trying to remedy, the IT team of Swansway found they were spending approximately 40 to 50 hours per month in man hours managing and maintaining their existing email security solution. At least once per day, they were reviewing logs by hand to ensure the threats being stopped by the Symantec solution were valid and not false positive detections.

Email Security Efficacy

Swansway was using a Symantec solution that included a Microsoft Exchange security product.

At a Glance

Swansway Garages is family owned and run car dealership group in the North West, Midlands and North Wales, UK.

Founded in 2003 by Michael Smyth, the company now has 1,300 employees, including Michael's sons David, Peter and John.

The team operates 21 car dealerships, representing 14 different brands; Abarth, Alfa Romeo, Audi, Citroën, DS, Fiat, Honda, Jaguar, Jeep, Land Rover, Peugeot, SEAT, Volkswagen and Volkswagen Commercial Vehicles.

In addition, they run a state-of-the-art bodyshop in Crewe, Cheshire.

Problem

Attacks passing through Symantec system; too much time managing emails.

Solution

Email Security, Targeted Threat Protection.

Benefits

- Significant reduction in the amount of time it takes to manage and maintain the security of its email platform.

- Reduced the time per month spent on managing emails from 40-50 hours down to about 15 minutes per week.

> **"I can trust Mimecast to protect our employees from attack and keep our customers secure. We no longer need to go through vast logs of data to ensure we are catching the latest threats while maintaining the productivity of our teams."**
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> *Colin Kirkham, Group IT Manager*

Workload Reduction

By migrating to Mimecast, Swansway has seen a significant reduction in the amount of time it takes to manage and maintain the security of its email platform. Colin explained, "From day one we were thinking Mimecast could be very technical and difficult. However, the onboarding process was seamless, with well documented steps that simply worked."

The Swansway IT ream reduced the time per month spent on managing emails from 40-50 hours down to about 15 minutes per week. In addition, they've seen dramatic resolution of the issues they were having with their Symantec solution.

Colin added, "The key advantage we found with our Mimecast platform is that its more agile to constantly evolving threats. Our Mimecast solution is also more reliable in terms of content filtering. Our old Symantec product was 'deny or allow'. It wasn't catching as many threats or spam and required much more day-to-day management.

"With Mimecast, we only review the admin console once a week for summary checks or we go in when users ask about specific emails. Our Mimecast solution has virtually eliminated spam, phishing and impersonation while allowing for real-time inspection of suspicious messages that may be false positives."