



Organization

Kimball International

Industry

Manufacturing

Security Solutions

Email Security Services:

- Anti-Virus
- Anti-Spam

Number of Users

3400

"We feel that we're a lot more proactive now that we use MessageLabs, and we've eliminated reacting to virus activity that's spread through email. Overall, I feel very positive about stopping spam and viruses. You do it very, very well, and that's what's most important."

**- Lisa Chattin
Information Protection Engineer**

Case study

The Client

Having been placed on the Forbes Platinum 400 list and named to the Fortune 500 list, Kimball has earned these prestigious acknowledgements with their innovative engineering and manufacturing services supplied to a variety of industries globally. Kimball is also recognized as an industry leader providing distinctive, high-quality furniture for the office and hospitality industries.

Focusing on innovation and craftsmanship, Kimball leads the industry in manufacturing excellence for small to large businesses around the world.

The Challenge

In 2004, Kimball International sought to expand their global reach and needed a new solution that would cover multiple entry points around the world. With their previous managed service provider, they realized it would not be able to scale up and accommodate this new expansion. In addition, they had been facing several problems with their email security solution at that time.

One major problem that significantly hindered their business activities and negatively impacted their service was file-extension blocking. Emails containing required zip attachments were being blocked by the system; this prevented Kimball's engineers from efficiently assisting customers—resulting in a significant amount of time spent retrieving these files.

According to Lisa Chattin, Kimball's Information Protection Engineer, this issue forced the company into a reactive mode in terms of virus activity spreading through email. Since certain file types that were need for business activity could not be blocked, Kimball became vulnerable to email viruses that used zip files to propagate. This significantly impacted their workload as they spent a great deal of time and effort trying to stop the malicious file attachments and remove them from employees' mailboxes.

The Solution

Using the MessageLabs heuristic scanning, Kimball no longer has to rely on blocking file types to prevent email viruses. With this new solution, they are now free from the inefficiencies caused by anti-virus definition based scanners. Their days of file blocking, virus removal, and time delays from updating definitions are safely behind them, enabling them to get back to their core business.

After implementing the MessageLabs email solutions, Kimball has experienced an overall reduction in help desk calls and has been able to re-direct their energy away from fighting off viruses. Now that they have been able to eliminate all activity that came from virus infections through email and to cease wasting resources on watching each specific file type, Kimball can place their focus where it belongs – on providing their clients with the superior quality service that they expect.