



KPF

Organization

Kohn Pedersen Fox Associates PC

Industry

Professional Services

Security Solutions

Email Security Services:

- Anti-Virus
- Anti-Spam
- Image Control

Instant Messaging Services:

- Enterprise Instant Messenger

Number of Users

600

"MessageLabs catches virtually all spam. And no viruses come through the system. None. Period."

- James Brogan

Senior Associate Principal

Director, Firmwide Information Technology

Case study

The Client

Kohn Pedersen Fox (KPF) is an international architectural firm with studios in New York, London and Shanghai. Led by 17 partners and directors, the firm's 600 employees offer architectural and urban planning capabilities, along with graphic and product design services.

The Challenge

Countless emails pass through KPF email servers every day. These messages include international client and project consultant communications as well as internal correspondence, so prompt and efficient delivery is vital to the firm's success.

Initially, KPF filtered its email for spam and viruses with MIMESweeper. The system worked for a while, but it struggled when email volume grew. It missed a majority of spam and it flagged false-positives—causing KPF's staff to miss a number of client requests.

According to James Brogan, KPF's senior associate principal and director of information technology, the firm's internal filtering system collapsed under a glut of spam. In fact, it often shut down entirely. Soon, the IT department's time was monopolized by the hunt for spam and viruses. Plus, the IT staff had the burden of staying abreast of the latest viruses and spam techniques. James decided to outsource the filtering of the firm's emails and started searching for an appropriate source.

The Solution

Recognizing that KPF would be best served by an established filtering solution with a global presence, James selected MessageLabs for its anti-virus and anti-spam solutions. The result? Incoming spam has virtually stopped—and not a single virus has made it through the filters. The staff no longer complains about lost emails or excessive spam, and James says that filtering spam and viruses has become a "non-issue" at KPF.

Now, James Brogan monitors his MessageLabs account via a customized web management tool. He tracks blocked emails in real time, so he always knows what spam and viruses MessageLabs is snagging. Better still, he rests easy knowing that his filters are always up to date, because his firm is employing the latest solutions available: those at MessageLabs.