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## National Express Case Study

### Business risks of web-based applications

The majority of the revenue generated by National Express is through web-based applications. Safeguarding their network integrity from web threats is crucial for day-to-day operations. Additionally, National Express, like many organizations, recognizes that online banking, shopping and other services make the web a valuable resource for their 2,500 employees.

However, consumer sites are particularly vulnerable to adware and spyware attacks and web-borne viruses were increasingly getting through National Express' existing layered security. Presenting a significant threat to their network integrity and at the same time violating their open access policy.

### Threat prevention at the Internet level preferred

Network integrity made security the first priority for David Jones, Head of IT at National Express. Deciding that an internal solution would be too expensive and difficult to deploy, he opted for MessageLabs Web Services to prevent threats at the Internet level.

"MessageLabs Web Services were selected to provide a further layer of security for us. We adopt a policy that it is better to prevent email, web page-borne viruses and spam from entering our systems at all rather than letting them in and then dealing with them through our existing internal security systems," Jones commented.

### MessageLabs best of breed solution

MessageLabs Web Services successfully address the growing concern over web threats and their evolving nature by providing a best of breed solution. The majority of the 700 different viruses that Web Services has stopped getting through National Express' networks have been common Trojan downloaders, including the increasingly prolific adware and spyware.

However, about 10% of the viruses that are being contained by Web Services are new and variant types of threats that cannot be detected by traditional anti-virus software. Outbreak Intelligence™ uses advanced heuristics to identify the unusual traffic features associated with a web virus outbreak and stop it before it has a chance to cause damage.

National Express has addressed the problem of Internet security head on. Since MessageLabs Web Services combines leading anti-virus software with dynamic intelligence, it successfully stops viruses. Furthermore, Web Services has near zero performance degradation for web pages so employees can continue surfing the web.

For more information about a proactive email security service, working around the clock and around the globe, visit [www.messagelabs.com](http://www.messagelabs.com).