



Brooke Staffing Case Study

Brooke Staffing implements Clearswift's MIMESweeper products for email and web content security

Overview

New Orleans, LA.-based Brooke Staffing is a dynamic, full-service company offering temporary, contract and direct-hire professionals to businesses looking for real team-members. Brooke has been connecting companies with trained candidates that possess a variety of skills, including, office administration and management, legal, accounting, IT and medical since 1989. The company offers extensive screening, skills testing and interviewing to ensure that Brooke employees are among the top 20 percent.

Brooke faces internal email and web challenges

Just as Brooke Staffing expects professionalism and personal accountability from its temporary, contract and direct-hire professionals, Brooke Staffing also requires the same level of commitment from its own employees. Unfortunately, the company's productivity was suffering as a result of employees using their company emails to exchange jokes, pictures, executables and other files, as well as by the misuse of the Internet and web-based email on company time.

Information is Brooke Staffing's primary asset, and company officials were concerned about the unmonitored flow of information in and out of its company network. The company was also concerned that employee abuse of email and the Internet exposed the company's network and information to a number of potentially harmful viruses, Trojans and worms. The unmonitored traffic threatened the security of employees' and staffers' personal information, as well as customer information, which if leaked to outside sources, could put Brooke Staffing out of business.

"People come to Brooke Staffing because we have built a reputation for providing them with quality job opportunities, while organizations come to us because we consistently deliver high-quality, qualified individuals to help their businesses grow," said Ashton Thomas.

"If we lose the trust of either of those parties, whether as a result of leaking personnel files or causing the crash of our customers networks due to unfiltered, contaminated email messages, then we not only put our reputations in jeopardy, but also risk our business."

BROOKE
super human resources

Company: **Brooke Staffing**

Headquarters: **New Orleans**

Industry : **Recruitment**

Solution: **MIMESweeper for SMTP 5.2
MIMESweeper for Web**

No. of users: **50**

Concerns:

- Inappropriate use of email and Internet
- Management of inbound and outbound email traffic
- Numerous and complex viruses threats

"After evaluating several gateway email solutions, we selected Clearswift's content security software because of its flexibility, features and cost. Clearswift's solutions are highly scalable and are equally effective for 1,000 users as they are for a small organization like ours. MIMESweeper for SMTP and MIMESweeper for Web allow us to establish role-based security and policies through a convenient web-based management interface and policy wizards, and we can easily manage our multiple locations and users from one computer."

Ashton Thomas



Brooke Staffing Case Study

Challenges

- **Employee misuse of email and Internet:** Free exchange of jokes, images and other files using corporate email caused reduction in employee productivity
- **Security:** Company was concerned about the unmonitored exchange of emails passing through company email servers, which might contain viruses, Trojans or worms
- **Maintaining professional reputation:** Company was concerned about potential leaks of private records and spreading of viruses, Trojans or worms to customers
- **Multiple locations, small staff:** Company operates out of two locations and has a small staff dedicated to IT issues

With a strong understanding of the need to protect its information and network, Brooke Staffing set out to find a content security solution that could be flexible enough to support two locations and different levels of usage while being easy to implement and use for the small company. After evaluating a number of gateway email solutions, including SurfControl, Brooke Staffing selected MIMESweeper for Web and MIMESweeper for SMTP.



Product: MIMESweeper for Web 5.1



Product: MIMESweeper for SMTP 5.2

Hired! Clearswift's Solutions

Clearswift MIMESweeper for Web and MIMESweeper for SMTP are designed to help organizations manage email and Internet traffic passing through their networks. These 2 award winning content security solutions provide Brooke Staffing with email filters to block images, executables, inappropriate content and large files; and also web filters to monitor messages from common web-based email programs, such as Yahoo!, Hotmail and AOL.

MIMESweeper for Web offers 2 layers of protection. The first layer is a URL Filter which automatically stops access to sites deemed inappropriate by corporate policy. The second layer of protection is provided by the content filtering engine that looks for dubious activity that would not be picked up by the URL filter. The content engine scans for sites not referenced in the URL database, traces the download of files containing viruses and ensures that confidential information doesn't sneak out the back door through web-based email accounts.

MIMESweeper for Web features a growing database of more than 9 million URLs sorted into 40 comprehensive categories. The automatically updated filtering solution can be customized to an organization's specific IT security policy and is scalable for network, workgroup or individual use.

MIMESweeper for Web helps Brooke Staffing stop the following:

- **Virus infection from web downloads including web-based email**
- **Surfing of inappropriate sites**
- **Illegal and unauthorized download**
- **Employees wasting time on the web**
- **Loss of confidential information via chat rooms, forums and web based email**

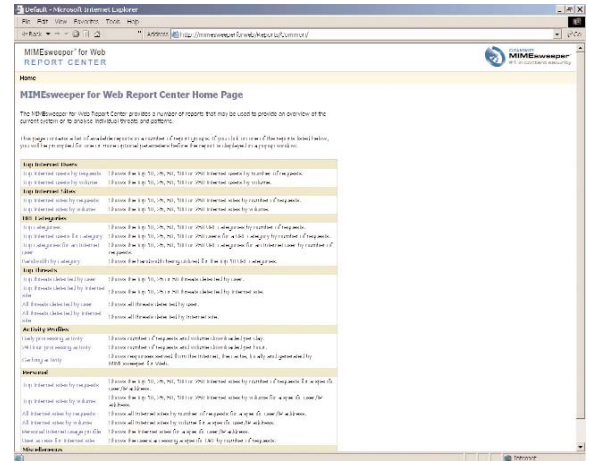


Brooke Staffing Case Study

MIMESweeper for SMTP prevents virus infiltrations and blocks more than 98 percent of spam with zero false positives. Clearswift's ThreatLab provides proactive spam and threat updates, which help to keep the system current and helps protect against zero-day attacks. The Zero-Day window is the time that exists between threats such as viruses, worms and Trojan horses infiltrating the market and the anti-virus companies issuing a patch, fix or update to deal with the new threat. And, MIMESweeper for SMTP stops email sent by employees that may contain inappropriate content such as email jokes, racially or sexually explicit material and other confidential documentation.

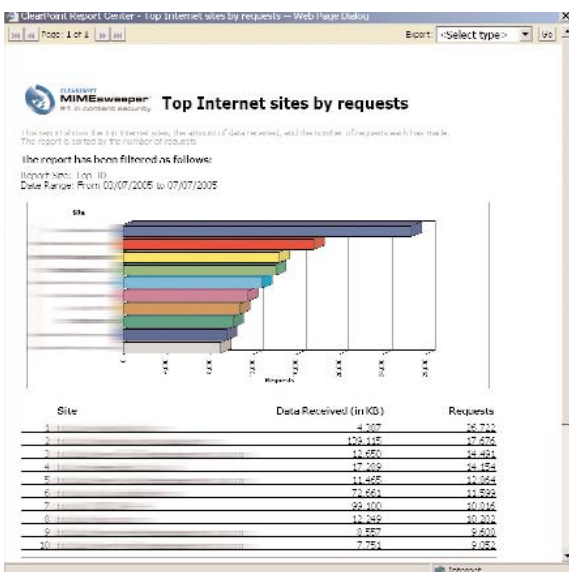
Given that MIMESweeper is policy-based, Brooke Staffing created an email and web usage policy to help establish the corporate rules that are enforced via the software. Brooke Staffing addressed the following issues in a written policy for employees:

- Network damage or downtime due to viruses or malicious scripts delivered via email
- Confidential information purposely and/or inadvertently sent via email
- Inappropriate, discriminatory or harassing email
- Productivity loss from spam and large attachments that affect network bandwidth



"We realized the need for an Internet usage policy-as well as a method for enforcing it," said Ashton Thomas. "MIMESweeper takes the guesswork out of Internet policy enforcement by providing an easy transition through its policy-based architecture."

Clearswift's solutions also feature a powerful image analysis detection capability that helps prevent inappropriate images from reaching Brooke Staffing employees. MIMESweeper for SMTP and MIMESweeper for Web also help Brooke Staffing respond quickly to areas of concern by providing a web-based report center that feature more than 20 pre-configured reports and the ability to create customized reports based on a variety of criteria, such as keyword, category, department and user.





Brooke Staffing Case Study

Results

"Clearswift has helped us to establish enforceable email and web use policies," said Ashton Thomas. "As a result, our employees have a better understanding of what is appropriate use of email and are less likely to waste company time surfing non-work-related web sites. The monitoring of our email and web systems have greatly enhanced our network security and blocked viruses that weren't even covered by our anti-virus definitions. The virus protection is sufficient to have paid for the product many times over while the increased productivity and flexibility in dealing with email is a bonus."

Clearswift's MIMESweeper for SMTP and MIMESweeper for Web have helped improve employee productivity by filtering email exchanges that contained jokes, inappropriate images and other non-work-related files. The solutions also filtered out potentially harmful emails and blocked inappropriate web sites before the contents could make it to the company network. By establishing enforceable use policies, Brooke Staffing is able to prevent information leaks while also ensuring that any email communications to clients are free from inappropriate content, viruses, worms, Trojans and malicious code.

"We are no longer concerned about the misuse of our email and Internet resources, and are confident that we have the security measures in place to keep our network and email safe," said Ashton Thomas. "We have a flexible solution that protects both of our offices and is easily maintained by our IT staff."

Clearswift's MIMESweeper for SMTP and MIMESweeper for Web have helped Brooke Staffing by:

- **Enforcing Internet and email use policies**
- **Stopping email and Internet abuse before it has a chance to do real damage**
- **Improving employee productivity**
- **Enhancing corporate security by preventing information leaks and stopping viruses, Trojans and worms**
- **Ensuring Brook Staffing maintains a professional reputation and securing all email communications**
- **Providing a user-friendly, easily maintained content security solution that serves Brooke's multiple locations**

About Clearswift

Clearswift simplifies content security. Our products help organizations enforce best-practice email and web use, ensuring all traffic complies with internal policy and external regulations. Our range of content filtering solutions makes it easy to deploy, manage and maintain no-compromise email and web security for both inbound and outbound traffic.

Clearswift is the only vendor to offer comprehensive, policy-based content security in all three deployment methods: as software, as an appliance and as a managed service. All three platforms are designed to take the hassle out of securing internet traffic, with a clear, intuitive management interface; automatic, 'zero-touch' updates; powerful reporting and common-sense policy management.

Twenty years of experience across 15,000 organizations has helped us raise security standards while simplifying security management at the same time. We've helped many of the world's most successful organizations use the internet with confidence and are committed to staying ahead of the market and helping our customers defend against all emerging threats.

Contact Clearswift

United States

100 Marine Parkway, Suite 550
Redwood City, CA 94065
Tel: +1 800 982 6109 | Fax: +1 888-888-6884

United Kingdom

1310 Waterside, Arlington Business Park, Theale,
Reading, Berkshire, RG7 4SA
Tel: +44 (0) 11 8903 8903 | Fax: +44 (0) 11 8903 9000

Germany

Amsinckstrasse 67, 20097 Hamburg
Tel: +49 40 23 999 0 | Fax: +49 40 23 999 100

Australia

Ground Floor, 165 Walker Street, North Sydney,
New South Wales, 2060
Tel: +61 2 9424 1200 | Fax: +61 2 9424 1201

Japan

Hanai Bldg. 7F, 1-2-9, Shiba Kouen Minato-ku
Tokyo 105-0011
Tel: +81 (3) 5777 2248 | Fax: +81 (3) 5777 2249

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