

CASE STUDY: UPS (United Parcel Service)

UPS IN ISRAEL USES PINEAPP MAIL SECURE TO STOP THE MAJORITY OF MALICIOUS EMAIL THREATS AT THEIR NETWORK'S PERIMETER - COMPREHENSIVE MESSAGING SECURITY WITH AN INTUITIVE USER EXPERIENCE

CUSTOMER

NAME: UPS

LOCATION: Ben Gurion Airport,
Haifa & Beer Sheva, Israel



NUMBER OF EMPLOYEES: 900

CHALLENGE: Blocking spam without blocking legitimate emails coming from customers and suppliers

THE SOLUTION:

- PineApp Mail Secure

THE BENEFITS:

- Significantly less expensive than competing solutions
- Equipped with an advanced, multi-layered anti-spam module, which stops up to 90% of the majority of threats at the perimeter level
- Easy management through an intuitive web GUI
- Flexible policy management at all levels; user, group, domain, system

OVERVIEW

Many of Israel's biggest companies utilize PineApp Mail Secure to block email-borne attacks and to protect both inbound and outbound email traffic. This includes UPS in Israel, who have worked with CYBONET since 2006.

THE CHALLENGE

With locations in Ben Gurion Airport, Haifa and Beer Sheva, UPS in Israel is part of the Worldwide division of United Parcel Service, Inc. (UPS), the world's largest package delivery company and a provider of supply chain management solutions. In 2015, UPS delivered 4.7 billion packages globally and had total revenues of \$58,363 million.

UPS in Israel has 900 employees and enables the shipping and tracking of packages both domestically and internationally. With a large customer base and volume of communications, the UPS email system was overrun with spam, making it difficult to operate efficiently and effectively on a daily basis. It was essential that the company received virus and spam prevention, as well as protecting the reputation of the outgoing traffic for genuine customer communications. In a large, global organization, information flow is critical to everyday operations, and UPS in Israel could not afford downtime and interruptions to business.

"We wanted a device that would improve the detection rate of spam, which would integrate with our internal systems and also allow easy management, without needing to configure specific rules for different types of emails." says David Benzano, Infrastructure & Technology Manager at UPS in Israel.

The key challenge was to block the increasing spam without blocking legitimate emails from customers and suppliers, and a product able to distinguish between these types of traffic was required.

THE SOLUTION

“CYBONET provided us with an intuitive device which is very easy to understand and work with” says David.” All 550 users get a daily report of blocked emails, with the ability to release these emails or add them to the whitelist if it is an approved sender.” CYBONET’s email protection uses various advanced protection technologies such as content based anti-spam modules, a Zombie detection system, the deep inspection engine and rapid virus protection. These tools and more help UPS in Israel to block the majority of its incoming mail traffic, comprised of a variety of malicious spam and unsolicited emails.

CYBONET provides detailed statistics on top senders, recipients and domains which can all be filtered into virus, spam or clean emails. The solution holds an in internal cache of blocked emails so that blocked policy mail can be released to senders even days after the mail was blocked. The Administrator can also create different roles for Help Desk users and end users, depending on the permissions required. “Support is a crucial element of all products and CYBONET’s Support Team is always available and staffed by professional IT personnel. They monitor our systems 24/7 and are often the ones to alert us if something is wrong.”

ABOUT PINEAPP MAIL SECURE

PineApp Mail Secure provides complete protection from all known viruses, new age virus outbreaks (Zero-Hour detection), worms and Trojan-horses by using a multi-layered anti-virus system combined with a traditional anti-virus engine (Kaspersky). All anti-virus layers are updated frequently by external dynamic databases allowing for spam blocking rates of over 99%. PineApp Mail Secure can be deployed from our Cloud Service, installed on local HW, installed on a virtual platform and/or deployed in a cluster array.

ABOUT CYBONET

CYBONET, formerly known as PineApp, was originally established as an Email Security Solutions Company. Since 2002, CYBONET's internet security and network control products enable SMB/Es and Telcos to comprehensively protect their critical network infrastructure. Whether through the flagship PineApp Mail Secure solution or the next generation of Cyber Protection solutions, CYBONET is dedicated to security. With a renewed emphasis on our valued Partner community, as well as the development of a platform for Managed Service Providers to more efficiently deliver our solutions, CYBONET is committed to bringing our technologies to all corners of the globe.