



'It's an amazing service, absolutely amazing.'

Steven Douek
Information Systems Manager



INDUSTRY Non-profit Organisation

BACKGROUND Amnesty International Australia's ability to undertake its work protecting human rights has been boosted by the implementation of a managed security services solution from Network Box Australia that comprehensively protects its entire network for the first time.

When a nation-wide network was established, a Symantec-branded device was initially installed to protect Amnesty's single Internet gateway. The device was newer and more expensive than previous solutions but did not provide any greater functionality.

Amnesty receives above average amounts of SPAM – and for its main contact address had to allocate staff resources to the job of sorting the junk from the genuine mail.

"Most systems that we trialed could not accurately determine SPAM from genuine email", said Information Systems Manager Steven Douek.

REQUIREMENT "We needed to increase our security because not to do so would expose Amnesty to security risks, that if breached would have had a detrimental affect on our human rights work".

"Originally only the central server location was protected because that's where our central file server and mail server infrastructure was located. The problem was that most of the data in Sydney is shared to offices on what was previously an unsecured network."

Amnesty's network comprises a WAN with a Private Network connecting each of its seven regional offices. There is a single Internet gateway to minimise the possible intrusion points.

SOLUTION Amnesty worked with reseller Commander to find a better, cost effective solution. It chose Network Box's SOHO-200 entry-level product, before upgrading to the SME-250 product to better manage its high traffic volumes.

"The Network Box SOHO device was almost the same price as the Symantec one we had, but offered so much more – Anti SPAM, Anti-Virus, Intrusion Protection, Content Filtering. It meant our whole network could be completely screened," Mr Douek said.

"With the level of traffic that Amnesty handles, we were pushing the SOHO-200 to its absolute limit so we decided to upgrade to the SME- 250 device.

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That was what Network Box had initially recommended but at the time we were constrained by budget. When we needed to upgrade Network Box made it as affordable as possible.”

COMPETITION “We’ve gone from a Symantec system with very limited functionality, where each additional feature came with an additional licence cost to a Network Box system that does so much more without the extra price tag. That’s an absolute plus for us.”

Before the Network Box implementation, each of the 50+ staff at Amnesty International’s Australian section would receive more than 10 pieces of SPAM a day. This was despite the large amount of SPAM and virus infected email that was being filtered out.

“We participate in many external email lists and host a large number of our own email lists, consequently our address is very public. We can’t change our

address, so we are very fortunate that Network Box has reduced the hundreds of SPAMs a day we were getting to virtually nothing.”

CONCLUSION Ease of implementation and ongoing service are other highlights of the move to Network Box.

“Installation was very easy. The service and behind-the-scenes preparation by Network Box meant we only had five minutes downtime with no need for a technician on site. The migration between the two Network Box products was seamless and the ongoing service has been flawless.”

“Network Box is very quick to respond to our queries or requests for rule changes. Response times and change requests have been completed within 15 to 30 minutes. Other providers we looked at could only offer response times of two to four hours in their SLAs. It’s an amazing service, absolutely amazing.”

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