



Business continues without the spam headache for Brisbane law firm

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Peter Quirk, Gilshenan and Luton IT Manager

Brisbane based law firm, Gilshenan and Luton has made massive productivity savings as a direct result of installing the Netbox five years ago. By blocking spam the Netbox is saving the firm approximately 2500 hours a month in lost productivity. In financial terms that waste of time could cost the company more than a million dollars a year. Most importantly the Netbox is blocking unwanted e-mail, without false positives. The spam filtering tool is just one of the many security and management features that have worked successfully for Gilshenan and Luton.

The Problem

Gilshenan and Luton is an independent legal practice with clients across Australia. It was established in 1924 and currently employs 125 staff. Customers range from individuals to small and medium businesses. The firm also services mortgage managers, wholesale funders and other financial institutions such as Credit Unions. Like most other law firms Gilshenan and Luton relies heavily on IT for day to day operations and keeping clients informed. When IT Manager Peter Quirk was brought in to review the IT infrastructure of the firm he found that viruses presented a major threat to the system and to business.

“One of the key issues at that time was network security, not just in this firm but in general. Virus attacks were endemic plus there were denial of service attacks and spam was beginning to become a major problem,” he says.

Mr Quirk reviewed the solutions on the market and found the Netbox was the best fit for the company.

“At that time the company was in start up mode, but had a product that was as good as any if not better than many others on the market,” he says.



The Solution

Initially Gilshenan and Luton took on the Netbox to scan emails, stop denial of service and provide intrusion detection. With the success of the system, the firm added the Netbox spam filtering service.

"We wanted spam blocked but didn't want to lose critical emails. In our business, customer relationships are very important so selective capability in blocking spam was a key requirement for us," Mr Quirk says.

The Netbox solution proved easy to implement and effective in guarding the firm's network from attacks.

"We aren't getting affected by attacks. They're blocked. We can see the attacks, they are in the logs, but they are having no impact on our business. From our perspective, we got a very good deal from Netbox Blue."

The Business Benefits

The Netbox, with its suite of security and productivity tools has successfully saved Gilshenan and Luton money and saved its staff members from wasting time.

"We wanted reassurance and confidence in our system capability. Apart from system security, spam filtering has provided a cost saving that we can measure. The Netbox has a high level of reporting, so you know exactly what issues you are dealing with and where they come from," Mr Quirk says.

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This staggering saving means real benefits to the business and has improved the working environment for staff.

"Staff are very happy. Initially I was forced to implement spam filtering because of staff frustration with email inboxes being full of spam. They had to delete lots of rubbish to find the client emails they were expecting. But as you can see...now that has been addressed, the benefits to staff and to the firm are considerable," Mr Quirk says.

The benefits for Gilshenan and Luton have continued with the development of the Netbox. The automatic push update technology sends out live feature enhancements and virus and threat management definitions every two minutes.

"This means that we are not worrying about whether the security environment is up to date as this is all managed by Netbox Blue remotely," Mr Quirk says.

Gilshenan and Luton has seen significant benefits from the advanced productivity tools included in the Netbox solution.

"Another important IT tool is the ability to manage and control users' internet usage. We are therefore able to effectively limit staff abuse of the internet for non-work related activities which also gives us additional productivity gains as a company," Mr Quirk says.



The Verdict

“We were able to address the issues cost effectively and in a manner that didn’t impact the ongoing need to run a successful business. Law firms can’t afford to have their systems and networks affected by attacks of any kind,” Mr Quirk says.

Netbox Blue has provided Gilshenan and Luton with an affordable and dependable solution to the firm’s security and productivity concerns. This leaves the firm free to concentrate on looking after its valued clients.

Would Mr Quirk recommend the Netbox to other firms in a similar position? “Definitely.”

About Netbox Blue

Netbox Blue is a leading provider of internet and email security, filtering and management solutions. Netbox Blue provides organizations with the tools to protect their network from internal and external threats, control data leakage and ensure staff use the internet productively. The company offers a broad portfolio of products and services including Unified Threat Management appliances, email filtering appliances, soft appliances (for virtual environments) and OEM-ready solutions. The company was established in 1999, is privately held and is based in Australia. Netbox Blue has a presence in 18 countries and has partnerships and distribution agreements with some of the world’s largest IT providers.

**More information is available at netboxblue.com
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