



Profile

The Group's principal activities are providing shipping freight services. Other activities include property investment and shipping management services. Operations of the Group are carried out principally in Malaysia.

Industry

Transport

Websense Integration

Websense Hosted Email

“Email plays a vital role in our everyday business operations. As Websense is able to ward off 99.999% of unwanted emails, we now experience smoother email flow and our employees have faster access to more urgent messages.”

Kamarul Nizam

Assistant IT Manager,
Global Carriers Berhad



case study: Global Carriers Berhad

Global Carriers embrace Email Security in a Web 2.0 World

Overview

Global Carriers Berhad (GCB) has come a long way from its humble beginnings as a tanker operator in the late 1980s. Now it's a significant player in the oil transportation industry in Malaysia, living up to its corporate mission 'To Provide Best Value in Marine Transportation Service'. GCB offers top-notch services in shipping management, operations, charter and property management. With more than a decade of excellent service to its name, GCB is an instrumental player in the shipping and oil transportation industry.

The Problem

As the company's business expanded, so did the volume of email running across GCB's network. And along with growth of email came the perennial problem of spam. Spam is a security threat that not only affects an organisation's system availability by clogging networks and hard drives, but carries with it viruses, malicious code and fraudulent solicitations.

Email security is fundamentally different today than it was only a short time ago. Malicious threats used to be concealed in attachments, but today it is estimated that 90.4% of unwanted emails contain a link to a Web site. While cybercriminals have turned to the Web to deliver spyware, phishing attacks and viruses in order to infiltrate networks and steal confidential data, they are using email to lure users into their traps. Increasingly these traps utilise the rapidly changing Web 2.0 environment like social networking sites and blogs, as well as other "trusted" sites with good reputations that have been compromised.

Coping with the sheer volume of spam and the escalating number of related attacks can be a severe drain on a company's resources. GCB made various attempts to use internal antivirus solutions to combat spam, but none of these proved effective. Without a comprehensive network protection system in place, GCB realized that its network was highly susceptible to security threats which could easily penetrate the system via email and other Internet activities. Employees used to spend a substantial amount of time manually filtering through all incoming emails. Obviously, this daily routine lowered its employee productivity significantly.

“Spam, malware, spyware and virus attacks were constant threats that affected our email system. As much as 90% of overall messaging traffic was unsolicited email, it became critical that we choose the right email security solution to address spiralling email volumes and guarantee protection against today's ever-sophisticated blended threats,” said Kamarul Nizam, Assistant IT Manager of Global Carriers Berhad.

With an intolerable volume of spam flooding their email server, GCB sought out a solution that would ultimately address its email security concerns and protect against inbound and outbound email threats.

The Solution: Websense Hosted Email Security

In addition to solving its spam problem, GCB wanted an IT solution that required only minimal setup and troubleshooting, and most importantly was fuss-free to maintain. Websense Hosted Email Security provided the perfect solution as it not only deals with spam issues, but is easy to deploy and manage.

With no on-site equipment to install or maintain, a hosted solution will reduce business costs and complexity, offer bandwidth and storage savings, with no unexpected expenditures.

The industry-leading solution protects against all types of spam, including phishing, image and PDF spam. Websense Hosted Email Security analyses millions of emails and Web requests every day, detecting malware patterns as they emerge in real time, protecting organisations from attack long before traditional antivirus technology is even aware of the threat.

Challenge	Solution	Benefits
Control spam, protect against blended threats, reduce administrative burden	Websense Hosted Email Security	Eliminate spam which amounted to 90% of overall messaging traffic

About Websense

Websense, Inc. (NASDAQ: WBSN) Websense, the global leader in integrated Web, messaging, and data security, enables its customers' success by protecting essential information in the Web 2.0 world. Only Websense solutions provide complete visibility and control over who may use Web, email, or information resources; what information must be protected; how information can be exchanged; and where users and information can go on the Internet. Websense keeps employees productive on any network, anytime and anywhere, to help businesses realize the full potential of constant connectivity while minimizing the risks of data leaks due to human error and malicious attacks. Websense is Essential Information Protection™.

Websense, Inc.
San Diego, CA USA
tel 800 723 1166
tel 858 320 8000
www.websense.com

Websense UK Ltd.
Reading, Berkshire UK
tel 0118 938 8600
fax 0118 938 8698
www.websense.co.uk

Australia websense.com.au	Italy websense.it
Brazil portuguese. websense.com	Japan websense.jp
Colombia websense.com.es	Malaysia websense.com
France websense.fr	Mexico websense.com.es
Germany websense.de	PRC prc.websense.com
Hong Kong websense.cn	Singapore websense.com
India websense.com	Spain websense.com.es
Ireland websense.co.uk	Taiwan websense.cn
Israel websense.co.uk	UAE websense.com

The Results

Unregulated spam can be an IT administrator's nightmare. Through Websense Hosted Email Security, GCB is able to defend against the full spectrum of unwanted emails and email-borne viruses.

"Email plays a vital role in our everyday business operations. As Websense is able to ward off 99.999% of unwanted emails, we now experience smoother email flow and our employees have faster access to more urgent messages," added Kamarul.

With Websense, GCB's IT team can now monitor all incoming and outgoing emails easily via comprehensive end-user message management. Advanced message administration features such as multi-criteria message search and history reporting saves a lot of valuable time. As for GCB's employees, the personal email manager allows them to view or release both inbound and outbound isolated messages to ensure uninterrupted business productivity.

"We are extremely impressed with the results since implementing Websense Hosted Email Security. Our company's network is now fully protected and secure. As our IT team is currently made up of only three administrators, Websense provides a perfect outsourced solution which caters to our needs and exceeds our expectations," said Kamarul.

Without doubt, selecting Websense Hosted Email Security proved to be a very wise choice for GCB.

For a free evaluation of all Websense products or to view our online demos, visit www.websense.com/evaluations.