

Case Study



IronPort Ensures Safe, Secure Email
Transportation for an Industry Leader

THE SITUATION

Miami-based Ryder System, Inc. may be best known for its yellow rental trucks. But the company's leading-edge transportation, logistics and supply chain management services require an advanced email infrastructure to serve its 26,700 employees in more than 1,200 locations worldwide, and support annual sales of more than \$5 billion.

"Email is mission-critical for us," says William Gardner, Ryder's Director of IT Architecture. "We get logistics orders via email, and there are financial penalties for us if we don't act on them."

Ryder's Lotus Notes-based email system handles 120,000 inbound and 30,000 outbound messages per day, along with another 500,000 sent within the company. The company was receiving 40,000 to 50,000 spam messages per week, which was quickly propagating into a productivity and server load problem. An even more serious issue for Ryder was virus protection. Though the company was running a desktop anti-virus solution, this was not providing sufficient protection to the mail system, or effectively halting email-borne viruses. Something had to be done.



We began looking at solutions for spam, but soon recognized viruses as an even bigger problem... ”

RYDER SYSTEM, INC. AT A GLANCE

Assets: \$3 billion market cap (NYSE: R)
Headquarters: Miami, Florida
Locations: 1200 locations worldwide
Services: Transportation, logistics and supply chain management
Employees: 26,700

THE IRONPORT ADVANTAGE

- Shielding of IBM Lotus Notes servers from direct Internet connection
- Virus protection and prevention at network perimeter
- Ability to meet sudden traffic surges
- Improved mail system reliability
- Hassle-free manageability requires little to no administrative intervention



**TECHNICAL
CHALLENGES**

As Ryder began comparing possible solutions, they refined their criteria to include not just spam and virus protection, but also manageability, reliability, security for outbound mail.

The choice of an appliance ultimately came down to staffing. “Operational ease of use was a big winner for me,” Gardner recalls. “Other products required constant care and feeding, and I can’t hire someone to watch another device.”

Manageability set IronPort® apart. “Compared to other products, the IronPort C-Series™ was much easier to manage and operate,” he continues, and “it gave us a lot more control than outsourced solutions.”

For other messaging managers looking to solve virus and spam problems, Gardner says that obtaining top-level management approval is critical. “Fortunately, our management recognized the need for an email security solution.”

In the near future, Ryder is planning to turn on content scanning – mainly to protect corporate intellectual property and increase employee productivity.

**THE IRONPORT
SOLUTION**

Ryder installed an IronPort C60™ email security appliance, insulating its four Lotus Notes servers from direct connection with the Internet, while protecting users from viruses and spam. Deployed at network gateway, IronPort appliances shield internal servers from email threats without interfering with message system operations or adding additional administration time.

With the IronPort C-Series, Ryder’s administrators have multiple options to handle infected messages, including cleaning the message, dropping the attachment, modifying the subject header, deleting the entire infected message and sending an optional notification.

Used in the most demanding networks in the world, IronPort email security appliances combine market-leading, best-of-breed anti-spam, anti-virus, encryption, digital rights management and archiving technologies. These applications run on top of IronPort’s revolutionary MTA platform and provide the industry’s highest levels of email protection. The IronPort C60 also offers exclusive preventive technologies, including IronPort Virus Outbreak Filters™ and IronPort Reputation Filters™.

“IronPort’s reliability has been flawless, it’s just been a rock solid solution,” Gardner concludes. “The IronPort C60 fits the appliance paradigm perfectly – it’s taken away a lot of the concern about spam, viruses and email coming in and going out of our company – and we don’t have to worry about it breaking or keeping up with the load.”

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IronPort Systems, a Cisco business unit, is a leading provider of anti-spam, anti-virus and anti-spyware appliances for organizations ranging from small businesses to the Global 2000. IronPort appliances utilize SenderBase, the world’s largest email and Web threat detection network and database. IronPort products are innovative and easy-to-use—providing breakthrough performance and playing a mission-critical role in a company’s network infrastructure.

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