

Law Firm Protects Its Reputation and Productivity with Trend Micro™ InterScan™ Messaging Hosted Security

McDonald, Balanda & Associates' legal services are based on a commitment to continuing quality improvement. The firm aims to achieve and maintain high standards of excellence through investment in training, a secure technology infrastructure, and other areas that contribute to superior client service.



PROTECTING STANDARDS OF EXCELLENCE

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— **Peter Ward,**
Business Manager
McDonald, Balanda
& Associates

McDonald, Balanda & Associates (MBA Lawyers) represent many large corporations, business clients, and individuals in the Gold Coast region of Australia, and has also created a department to help meet the legal needs of clients in Japan. Upholding the firm's standards of excellence requires attention to detail in all areas of customer service, including the company's email communications. A few years ago, spam threatened to damage the reputation of the firm.



“All of our systems had security software, but we still weren't able to control the spam,” said Peter Ward, business manager and technology lead for MBA Lawyers. “It got to the point where spam was clogging our entire network, and almost took us down to a halt. I was spending a lot of time directing everyone to clean out mailboxes. Luckily, our technology reseller had the answer. He pointed us to Trend Micro™ InterScan™ Messaging Hosted Security. It made perfect sense for our organization just based on cost alone. We switched from our on-site software to the Trend Micro hosted service and we've never looked back. Since switching to InterScan Messaging Hosted Security, we've had no problems with spam or viruses.”

InterScan Messaging Hosted Security Advanced gives MBA Lawyers the ability to adjust security policies to its business needs, approving senders or recipients by company, group, or individual. “Being able to approve senders is a very strong feature of InterScan Messaging Hosted Security,” said Ward. “We do business in Japan and it is easy to allow mail from legitimate domains without opening ourselves up to all of Japan's spam issues. This is very beneficial to our international business.”

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KEY BENEFITS

- **Effective protection.** Stops up to 99% of spam and other email threats before they reach the network.
- **Zero administration.** Hosted solution frees local staff from hardware and software maintenance.
- **Flexible policies.** Allow or block senders by company, group, or individual names.
- **In-the-cloud intelligence.** Industry-leading, always up-to-the-minute protection.

The firm takes advantage of both inbound and outbound content filtering to protect the productivity of its legal teams and also protect the firm's reputation by avoiding inappropriate content going out to clients. "InterScan Messaging Hosted Security lets us block what we want and also allow things that other companies would block," said Ward. "For example, we handle harassment and discrimination suits, so we obviously don't want to block content based on the typical key words. I can monitor the traffic and adjust policies to reduce the nuisance factors like blocking movie files before they hit our network. The hosted security service gives us the control we need to maintain a professional environment."

A SIMPLER HOSTED SOLUTION

Hosted by Trend Micro, InterScan Messaging Hosted Security blocks spam, viruses, spyware, phishing, and inappropriate content before they can impact the firm's network and systems. Powered by Trend Micro™ Smart Protection Network™, the solution also adds in-the-cloud protection with correlated threat intelligence for zero-day protection against unknown threats.

No hardware or maintenance is required, saving time for the law firm. "I wear many different hats," said Ward. "InterScan Messaging Hosted Security frees me from having to manage hardware and software. Anyone with a little bit of computer knowledge can get started very quickly with this solution. Its very low maintenance since users can handle their own spam folders and the console lets me see what I need to know about our email activity or check on what is getting blocked. The hosted approach gives us what we need without having the responsibility of running and updating the software ourselves."

NO MORE SPAM HEADACHES

MBA Lawyers enjoys the top-rated spam-blocking capabilities and low false positives of InterScan Messaging Hosted Security. "In our case, we pay for an unlimited amount of traffic over our Internet connection," explained Ward. "So blocking spam is all about protecting productivity for our lawyers and staff. InterScan Messaging Hosted Security does a great job with spam—it blocks about 87% of the total volume of email sent to me. This is a huge timesaver. Some companies try to avoid spam by severely restricting users. We don't like that approach because we understand that everyone uses email for personal as well as business purposes. With Trend Micro hosted email security, we don't have to lock down our users to avoid abuse of our email communications. We can block what we want to block, and still allow a healthy degree of personal freedom in our professional environment. We highly recommend InterScan Messaging Hosted Security to other businesses like ours—when you find something that works, you are happy to tell others about it."

CORPORATE PROFILE

**McDonald Balanda & Associates
(MBA Lawyers)
Varsity Lakes, Queensland, Australia**

McDonald, Balanda & Associates, a long established Gold Coast legal firm, provides a wide range of legal services to its clients based on a philosophy of personal service and expertise. The partners and lawyers have developed various specialties within the firm, but have always involved themselves in a wide diversity of areas of practice and have been intricately involved in the legal work that has accompanied the enormous expansion of the region over the past thirty years.

- **Industry/Vertical** Legal Services
- **Employees** 31
- **Infrastructure** 31 PCs (Microsoft Windows XP, Vista);
2 servers
(Microsoft 2003)
- www.mba-lawyers.com.au

TREND MICRO PRODUCTS

- **Trend Micro InterScan Messaging Hosted Security**
<http://www.trendmicro.com/emailservices>
- **Trend Micro Smart Protection Network**
<http://www.trendmicro.com/go/SmartProtectionNetwork>



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