

CASE STUDY – UNITED RESPONSE

Libra ESVA cares about our human mission

Jack Sheppard

United Response Head of IT

THE CHALLENGE

After investigating many products and putting three of those into production testing, Libra ESVA was selected because of its effectiveness, the reduced volume of spam, the workload on the mail servers and the amount of time spent by IT Staff on admin and maintenance tasks

THE SOLUTION

United Response installed Libra ESVA virtual appliance to protect 3500+ mailboxes from spam, viruses, phishing and other email-security threats

THE RESULTS

Instant decrease in spam Messages

False Positives near to Zero

Easy management and Maintenance

End-user experience and productivity substantially improved

Phishing and Malware detection with the URLSand and QuickSand Protection



United Response is a UK charity, founded in 1973, which provides a range of support services for adults and young people with learning disabilities, autism, mental health needs or physical disabilities. The organisation is a leader in delivering person-centred support

United Response believes in a society where everyone has equal access to the same rights and opportunities. Their mission is to ensure that individuals with learning disabilities, mental or physical support needs have the opportunity to live their lives to the full. The organisation supports around 2,000 people, works in over 300 locations across England and Wales and employs over 3,500 staff.

All support staff are recruited and managed locally, but have the back up of national experts in health and safety, best practice, equality, housing, finance and HR. United Response is a not-for-profit organisation – which means that money is put back into giving each person supported the best life possible. The staff work with a wide range of people. Some people need only a few hours of support each week – perhaps to help them to pay their bills, go shopping or get a job; some may need more support than this, while others with more critical or severe needs may need 24 hour support each day.

The organisation can provide whatever support is needed to live the life people choose, without labelling them but supporting them to meet their own needs and to pursue their own interests and goals. United Response is inspected by external auditors and additionally carry out its own internal quality management assessments to ensure the support provided is of the highest standard possible.

“Libra ESVA showed a perfect performance from day one. We couldn't ask for more”

Solution provided by

INCOMMSEC

“Libra ESVA is protection against the worst attacks: threats and phishing attacks are blocked with ease”

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THE CHALLENGE

With a high level of “unsafe” e-mail, United Response needed an effective filtering tool to keep people from spending large amounts of time deleting mail. It was important to find a solution with exceptional value for money and works without the need for constant adjustment and changes by the admin team. Then, United Response needed to find a supplier who understood their requirements maintaining their high security standards.

The decision to evaluate Libra ESVA, rather than other solutions, was based on the results from the Virus Bulletin and the knowledge that the service will be delivered as a virtual environment enabling it to be easily introduced into the existing infrastructure.

According to Jack Sheppard, United Response's Senior Technology Manager, “After the initial trial installation and an intensive collaboration with our consultant, Incommsec, we managed to fully integrate the Libra ESVA solution. The system is now working exactly as we had hoped and planned.”

Upon moving domains to Libra ESVA, the users noticed an immediate decrease in spam and “unsafe” messages arriving in their inboxes. End user quarantine reports with self-release has reduced the need for administrative help in the few cases where good email is quarantined.

The technology team remembers “One week after the adoption of Libra ESVA Email Gateway, we witnessed it had drastically cut our spam, drastically reduced the load on our mail server and provided us with a rocksolid protection against both existing and emerging threats”.

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