



# Turner New Zealand

## A Customer's Story

### Turner New Zealand

Privately-held Turner New Zealand, whose luxury, all-natural meats and seafood are recognized by almost every high-end dining establishment and chef around the world, maintains a reputation for world-class customer care. Whether as the centerpiece of a meal at a five-star restaurant, an offering at one of its Turner New Zealand restaurants, or the main attraction at a family celebration, Turner New Zealand works to ensure that both its commercial and private customers enjoy nothing but the finest, freshest options available.



### Key Features of Enterprise Edition

- **Time Zero Virus Technology™:**  
Only solution available to combine Avinti, Kaspersky, and McAfee
- **Sender ID Authentication & MailFrontier Reputation™:**  
Latest industry standards already included
- **Bayesian Fraud Filtering:**  
Market-leading anti-fraud solution
- **One-screen Quick Configuration:**  
Under one hour to threat-free email
- **Upgrade Auto-Download:**  
Signature and engine updates made automatically available
- **Enhanced reporting:** More robust analysis of solution ROI

### Challenge: Taking spam off the menu

As a high-profile supplier interested in ever higher trade volume, Turner New Zealand turned to e-commerce and email early on. As a result the company's Internet and email traffic are both high volume and high priority for Michael Hart, CIO for Turner New Zealand. "Email lets us respond to customers around the world, fulfill international orders, and connect our American and New Zealand operations—email makes our global operation work," he notes.

By early 2003, spam volume was choking the efficiency of Turner New Zealand's IT infrastructure. With over 90 percent of all email received being spam email, the company was experiencing a wide-range of productivity-related issues, including decreased network efficiency, increased backup times, increased RAID storage requirements, and increased cleaning time to purge spam from storage drives. "Spam can victimize any operation by killing its productivity—and for a time, we were no exception," offers Hart.

Hart also saw spam as a definite liability to his company in the area of workplace safety. "Spam is not just annoying—it can also be offensive and by some legal interpretations, sexually harassing. As an employer committed to providing a safe workplace for its employees, Turner New Zealand could not let the spam problem continue unabated. We need to show employees we were doing everything possible to keep the workplace harassment-free in every way," he states.

**“The bottom-line results that MailFrontier delivers substantiate our investment in the solution every day.”**

Michael Hart  
Chief Information Officer  
Turner New Zealand

### Solution: MailFrontier Gateway Server™, Enterprise Edition

Hart sought simplicity in his solution from the start. "I have desktops on almost every continent," he notes. "And Turner New Zealand laptops do business 24/7 from anywhere on earth. Trying to keep track of them to manage an end-user only solution was not an option." Hart also wanted to ensure centralized control of his email security. "I was very interested in making sure that the solution I chose gave my IT team control of the email situation," he remembers.

Hart chose MailFrontier Gateway Server, Enterprise Edition because the solution gave his IT staff control of the email flow, while giving end users the flexibility to manage their own inboxes. "The best part was that I could give my users customized spam management features without a desktop-by-desktop install," he states.

From the beginning, Hart gives MailFrontier a glowing review. "Fast and easy," he comments. Hart runs MailFrontier on an Apache web server and has his Microsoft Windows 2000 Active Directory integrated with the solution. "And we had MailFrontier support available to us with suggestions and advice every step of the way," says Hart.

Among the critical benefits of the MailFrontier solution are:

- **Elimination of spam:** A 98 percent reduction in spam keeps Turner New Zealand IT systems performing at optimum levels.
- **Reduction of IT cost:** Currently, Turner New Zealand runs MailFrontier Gateway Server without dedicating a single IT staff resource to its management.
- **Improved customer service:** Faster email flow allows employees to get to important business-related email immediately.
- **Better visibility of messaging systems:** MailFrontier reporting offers a concise snapshot of solution effectiveness—letting Hart assess current performance and plan for the future.

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## Why MailFrontier

- **Effective:** MailFrontier stops 98 percent of unwanted email at network perimeter
- **Easy:** MailFrontier requires just 10 minutes a week to manage
- **A Step Ahead:** MailFrontier continues to evolve its technology and its techniques to stop new threats as they emerge

## MailFrontier

MailFrontier is an email security company trusted by organizations to protect their email from spam, virus, phishing, fraud, and other dangerous and costly email threats. In a world where email threat evolves daily, only MailFrontier promises to be effective, easy, and a step ahead for its customers and their users.

MailFrontier management has also proven simple. "They take no time and users see no change in email flow. MailFrontier requires virtually nothing from me or my staff in terms of time, maintenance, or attention," Hart states.

## Results:

In Hart's mind, MailFrontier is now an important factor in Turner New Zealand's continued success. "MailFrontier Gateway Server has been a welcome and absolutely necessary addition to our IT infrastructure. Our department's mission is to implement IT systems that allow the business to grow and thrive. MailFrontier Gateway Server helps us do just that," Hart notes. Specific results include:

- **Effectiveness reported at 98 percent with almost 100 percent filtering accuracy**
- **Positive user feedback**
- **Improved IT system performance**

In short, Hart praises MailFrontier for its performance to date and looks forward to moving ahead with future upgrades and enhancements. "MailFrontier surpasses all the claims it made about its solution and works flawlessly for the organization," he concludes.

“Quite simply, the bad is gone and the good is all that is left.”

Michael Hart  
Chief Information Officer  
Turner New Zealand



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