

PT Mitsuba Indonesia

Driving out spam and boosting productivity

Situation

The Mitsuba Corporation was founded in 1946, in Kiryu City, Japan, as the Mitsuba Electric Manufacturing Company. From its humble beginnings as a manufacturer of generator lamps for bicycles, the company has since expanded into a global corporation, manufacturing automotive parts and equipment and components for trains and even medical equipment. The company has operations and manufacturing facilities in many countries, including China, India, the Philippines and Indonesia. PT Mitsuba, established in November 2001, in Tangerang, Banten, is the Indonesian branch of Mitsuba, manufacturing automotive components and dies for companies such as Honda, Suzuki and Kawasaki.

Although spam is a common issue in almost all networks, PT Mitsuba's spam problem suddenly went critical in the first half of 2005. Its existing security infrastructure, which provided no effective countermeasures against spam, simply ignored the sudden deluge of Unsolicited Commercial Email (UCE) into employees' mailboxes. The problem was exacerbated by UCE which carried worm payloads, because they circumvented existing antivirus security at the manufacturing facility. When the directors of the company began receiving between 40 and 50 emails a day advertising products and services, the technology department was assigned the priority task of dealing with this problem.

Solution

PT Mitsuba's technology department was given a tight deadline to deal with the spam problem, and so they needed an anti-spam solution that could be deployed quickly, was not too difficult to administer and maintain, and yet, at the same time, was sufficiently effective at filtering out spam and other unwanted content. The evaluation and proof-of-concept needed to be completed within one month.

The company evaluated solutions from Fortinet and WatchGuard.

"We read about Fortinet in CHIP magazine, and the reviews for Fortinet's products were good. An all-in-one solution was what we were looking for, because we wanted a comprehensive range of features, but without learning a dozen different software packages and interfaces," explained Mr. Ari Setiawan, Section Head, IT-MIS, at PT Mitsuba. "During our trials, we found the interfaces for the FortiGate-800 easy to navigate and the spam filter was easy to setup, and quite effective."

Mr. Ari also found the web content filtering features very useful for blocking objectionable websites and reducing unproductive web surfing by employees.

"The FortiGate-800 unit that we were testing also fit easily into our department budget, so we decided to purchase and deploy it."



"Previously, we had about 100 network incidents per month. This includes intrusion attempts, virus and worm outbreaks, as well as spam. We do not have any figures yet, but since we put in the FortiGate-800, my team is doing a lot less fire-fighting."

- Mr. Ari Setiawan
Section Head, IT-MIS
PT Mitsuba

FortiGate-800

Industry: Manufacturing,
Automotive Components

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The FortiGate-800 antivirus firewall was bought in August, 2005. It is now in operation, configured primarily as an anti-spam and web content filter at the edge of the network. The protection offered by the FortiGate-800 is further enhanced by the FortiProtect™ service, which automatically pushes the latest virus and other attack signatures and anti-spam updates to FortiGate systems worldwide, ensuring that customers get the most effective protection against the latest viruses and network threats.

Success

Since the deployment, PT Mitsuba has seen a dramatic reduction in the amount of spam, and a corresponding improvement in network performance and availability. Sudden spikes in spam now do not have the impact they once had before on operations, and the complaints from the directors have ceased.

There have been some unexpected benefits as well. Explains Mr. Ari: "Previously, we had about 100 network incidents per month. This includes intrusion attempts, virus and worm outbreaks, as well as spam. We do not have any figures yet, but since we put in the FortiGate-800, my team is doing a lot less fire-fighting."

If this trend continues, Mr. Ari is planning on rolling out more security features, such as using the VPN capabilities in the FortiGate-800 to allow users remote access into the office network.

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