

## Masons uses MailMeter to gain visibility of email usage in the workplace

Despite the fact that email is a business-critical tool, employers are still largely unaware of, or have no means of accurately tracking, email usage within their organisation. As email is having a significant impact on a company's IT infrastructure, and issues such as productivity and corporate governance, it is vital that managers gain a better understanding of how email is being used internally in order to address the impact it has on the performance of the business.

International law firm, Masons, has purchased MailMeter, a non-invasive email management system from Waterford Technologies. MailMeter will enable company directors and business managers within Masons to clearly understand how employees are actually using email within the organisation, without compromising their privacy rights.

Masons already has IT security products in place which provide information on the amount of incoming and outgoing email traffic, and filter email content for viruses, spam and inappropriate content, however it has no visibility of the volume or nature of emails moving within the firm.

MailMeter analyses emails and makes the resulting information available to a company's management in real-time via a web browser. It highlights how many email messages are being sent and received, stored internally, as well as the age of these emails and the file sizes. It does not read the content of emails, but instead provides business reports on email

attachments, headers, and the domain names that emails are being sent to and received from.

Kevin Connell, IT Director at Masons, explains, "The use of email is growing exponentially and the biggest challenge facing us at moment in terms of system management is definitely email management. We know that a great degree of the volume of email on our network is due to the circulation of documentation due to inter-office communication, however the ability to easily access data on the specifics of all email traffic places us in a position to better manage and plan our network bandwidth and storage capacity, as well as review how we use the system moving forward."

Masons will deploy MailMeter across a network of 11 offices in Europe and the Far East in order to provide IT and business managers with the ability to analyse the email traffic of 700 mailboxes.

Connell continues, "We will have the premise for devising new strategies for email archiving, for making more of intranet technologies as a central store for company documentation, and we will be able to more easily identify specific employees or groups of users within the company that may require training on how to use email more effectively."

In order to comply with on-going changes to legislation surrounding data protection and email monitoring, Masons has had to review its existing email usage policies. It was equally important

therefore that the company had an email management tool that could identify areas where changes in policy were required and then help to enforce these new policies.

Connell comments, "We need to ensure that we're in a position to protect ourselves from the risks surrounding email mis-use, such as corporate privacy and legal liability. Should a situation arise, MailMeter can provide us with demonstrable evidence of which employees are failing to adhere to the guidelines set out in our 'Acceptable Usage Policy' for email."

Masons purchased MailMeter following a seven-day evaluation of the software, "MailMeter is very simple to install, while accessing and analysing the management reporting information is also very easy. We didn't look at other products in the email management arena as MailMeter is already used successfully by lots of companies and was evidently the best product to suit our requirements."

Today, Masons has over 100 partners and over 700 staff worldwide. The firm has continued to focus on its core markets, providing a complete range of legal services to businesses operating in the construction & engineering, energy, projects and infrastructure industries as well as to users and suppliers of information technology.

