



# Bank Leumi Seeks Solution for Spam Crisis

**Bank Leumi, one of the leading in Israel with over 300 local branches and over 10 international branches located in major cities around the world. Established over 100 years ago, Bank Leumi is the largest commercial bank in Israel with assets totaling in over 100 billion dollars at the end of June 2005.**

## **Spam crisis**

The estimated financial damage caused by spam to Bank Leumi exceeds the damage caused by theft and armed robbery combined. Taking into account the amount of spam the bank receives daily, the time users spend a day opening, reading and deleting spam mail, is as much as 30 minutes per employee per working day.

## **Requirements**

The solution Bank Leumi required needed to comply with the following demands:

- **Spam filter:** The bank was looking for a solution with superb detection rates - false positives close to 0% and close to zero spam leaks.
- **Manage high traffic:** The bank is connected to all the major ISP's in Israel, with a total bandwidth of 128Mbit/sec. The solution was required to support this communication rate.
- **Security:** The bank required two separate systems – one to scan mail and one to hold logs and quarantine. The scanner systems needed to be located in the DMZ and the logs and quarantine system needed to be located in a protected place, a second level DMZ.
- **Enterprise-level solution:** As the bank operates 24/7, the solution was required to provide redundancy, fault tolerance and high availability.
- **Centralized management:** Although the solution required redundancy and contained several machines, it was required that the solution will be managed using a single point GUI management system.

## **PineApp's Enterprise Solution**

Bank Leumi's IT department carried out an extensive search for the best performing solution that will also meet the bank's strict requirements. "PineApp's Mail-SeCure solution stood out as an integrated solution to best secure Bank Leumi's mail system" says Mr. Aryeh Zilka, Bank Leumi's Director of Infrastructure Development. "The solution met all our requirements. As a global solution, PineApp Mail-SeCure's anti-spam performance exceeded performance in all criteria tested. Furthermore, we were surprised by the spam detection rate – almost 100% and by the false positive rate – only three incidents within six months!"

**Anti-Spam Accuracy**

PineApp Mail-SeCure features different engines one of which is Commtouch's RPD™ technology engine. The combination of this technology with the ability to control the system's sensitivity to spam provides excellent results. Close to 0% false positives and high anti-spam percentage capture, ensures minimal time is spent by the IT department in managing the system's quarantine.

“Due to Mail-SeCure's accuracy, time spent on searching, releasing or downloading good mail is reduced to almost zero,” states Mr. Zilka “One central management console provides full management capabilities over all the units and this, too, reduces overhead management time”

**Not Just Anti-Spam**

One of Mail-SeCure's features is the ability to analyze traffic and report possible phishing. This is important as bank systems are very sensitive to phishing attacks which may cause damage to clients and the bank's reputation.

Mr. Zilka: “For us as a bank, this feature has enormous importance for the protection of our customers”

Mail-SeCure has three anti-virus engines - F-Secure™, Kaspersky™ and Commtouch's Zero-Time™ technology provide a 100% virus-proof system.

“Though we purchased an anti-spam solution, the system has proven to be an excellent anti-virus solution as well. Mail-SeCure identified and blocked viruses that passed through our main anti-virus gateway.”

**Reducing support calls**

Prior to implementing Mail-SeCure, the IT help-desk team received as much as ten spam-related calls daily. After implementation, the number of calls was reduced to less than three calls per week.

“Spam is no longer an issue” says Mr. Zilka “Our IT help-desk team is finally free!”

**ROI Achieved Within Six Months**

According to Mr. Zilka, PineApp's solution has reduced ownership costs and solved all spam issues. He also estimates that the ROI on implementing Mail-SeCure will be achieved within six months.