

AXA AUSTRALIA

CASE STUDY

INDUSTRY:
Financial Services

WEBSENSE INTEGRATION:
Websense Email Security

Websense Email Security protects AXA Australia's staff from spam and viruses, cutting out over 85,000 of these email threats each week.

Camille Livera
Platform Engineer
AXA Australia



Advanced Filtering Technology of Websense Email Security Gives AXA Greater Control over Material Reaching Employee Desks

AXA Australia is a market leader in financial services, delivering a broad range of products to help individuals and businesses reach their financial goals. Part of the Global AXA Group, AXA Australia has been helping Australians provide for their financial future for over 100 years.

Problem

AXA Australia needed a content filtering system that supported their existing policies on employee email use without impeding the flow of information.

Platform Engineer, Camille Livera, says that AXA Australia had recognized the importance of protecting staff from inappropriate email content for many years, but it was becoming increasingly difficult to respond to the unique requirements of the company using their existing software.

With over 3,000 employees relying on email, incorrectly quarantined emails negatively impacted productivity. AXA needed the ability to tailor its filtering settings to working requirements and new situations as they arose, while still keeping unsuitable content at bay.

Solution

Implementation of the advanced filtering technology of Websense® Email Security in 2004 gave AXA greater control over the material reaching employees' desks. By simply adding and customizing rules, AXA Australia now has the flexibility to respond to the particular needs of its staff.

One example is that some financial services abbreviations have inappropriate other meanings. Since installing Websense Email Security, AXA Australia has now developed rules to allow emails containing these abbreviations, but only when they occur as part of legitimate business communication.

A further example is the sensitive and personal client information sent to AXA Australia's underwriters on a daily basis. Many of these questionnaires contain material which may seem inappropriate when taken out of context. With Websense Email Security there are now only about 80 emails quarantined each week out of a total inbound email flow of over 155,700. These emails can then be easily reviewed on a case by case basis.

AXA Australia can now confidently screen out emails that fall outside the company's email usage policy without impeding access to genuine work related material.

Websense Email Security also protects AXA Australia's staff from spam and viruses, cutting out over 85,000 of these email threats each week.