

Customer Case Study

“Wilkins Kennedy deploys Omniquad’s Mailwall Remote, solving a temporary blackout issue”

Background

Chartered Accountant and Business Advisor with offices nationwide.

Vertical

Finance.

IT Infrastructure

Approximately 350 endpoints across 12 offices.

Challenge

Disaster Recovery for e-mail

Solution

- Omniquad Mailwall Remote

Background

Wilkins Kennedy chartered accountants and business advisers have provided audit, accounting and taxation advice to businesses and individuals for over 125 years. The company is a top 22 UK accountancy firm with 12 offices in the UK, over 50 partners and c.300 members of staff. Many of their clients have made the successful transition from business start-ups to successful enterprises, several of which are listed on AIM and Ofex.

As is the case with most organisations with many offices in separate locations, the head of IT decided it would be prudent to undertake a more proactive approach to reduce the risk of any unforeseen events running havoc on the network.

Disaster Strikes

Such an event happened at one of the main Wilkins Kennedy offices, when a power outage caused depletion of their UPS battery life. All 350 endpoints were left without power and two of the senior partners of the firm were awaiting several critical emails as part of a deal for one of their prime customers.

The Solution

Fortunately Wilkins Kennedy was running Omniquad’s Mailwall and Surfwall Remote, which proved invaluable in remedying the problem. The Email Contingency and Recovery Service (ECRS) component of Mailwall was the key; upon realisation of the severity of the situation a call was made to the point of contact at Caretower who was quick to set up a WebEx with Omniquad support. The partners were quickly set up with logins that gave them access to their last 7 days of e-mails on the Mailwall Remote servers. From here they were able to reply to the messages as simply as if they were using Outlook without the clients knowing they had a problem.

Mailwall’s ability to send and receive emails seamlessly without the client suspecting any problems on the receiving side proved invaluable for Wilkins Kennedy. “Without this facility we’d have had serious problems at this late stage of the deal”, said Dave Bance, Wilkins Kennedy’s Head of IT. “ECRS proved a very useful addition to our DR solution. The Mailwall Remote product saves us time and money by blocking an ever increasing amount of SPAM and has now gone that extra step by helping us out at a critical time. I’m very happy that we chose the Omniquad solution.”

In addition to the Disaster Recovery Solution, Wilkins Kennedy has been using Mailwall remote from Omniquad for three years. The product package comprises a managed e-mail security solution that stops all types of e-mail borne threats: viruses, worms, malicious macros, offensive content and SPAM before they reach the network.

One of the key components of Mailwall is its **Email Contingency and Recovery Service (ECRS)**: This service stores 7 days of legitimate inbound and outbound mail on a separate customer

business contingency portal. This applies to both mail already delivered as well as mail queued for delivery in an event of a break down at the customer's site. So in the event of the customer's mail server going down, their users can just log on (each using their unique login details) to the ECRS portal and get access to their own sent and received mail. Employees can also use this portal to send outgoing mail directly from the web interface using their business email addresses.

The logo for OMNIQUAD features the word "OMNIQUAD" in white, uppercase letters on a dark blue rectangular background. To the right of the text are three overlapping squares: a green one on top, a red one in the middle, and a white one at the bottom.

Omniquad is a leading provider of enterprise network security solutions to customers around the world since 1995. With a presence in the UK, North America and Asia, Omniquad's cutting edge solutions have earned industry and media recognition. Currently Omniquad solutions cover a wide product & service spectrum: penetration testing, web content filtering and e-mail security. Headquartered in London, United Kingdom with regional branches in Europe and Asia, Omniquad has customers spanning the globe, ranging from companies and educational institutions to individuals.



As an independent IT security specialist, Caretower provides comprehensive solutions to individual problems, thus allowing recommendations to be unbiased. Over the years Caretower has quickly established many long standing relationships with its vendors, achieving the highest status within these organisations based on the level of expertise within the internal sales, support and professional services teams. This relationship ensures we provide our customers with key changes within the industry which assists in their ongoing security management strategy.

Caretower has been Wilkins Kennedy's IT Security partner for three years, since then the company has grown 40% in terms of nodes and employees. The relationship between Caretower and Wilkins Kennedy continues to grow with Caretower working on their yearly McAfee ePO upgrade.

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