

Osterman Research Finds Email Gateway Costs Enterprises an Average of 214K US in Annual Maintenance

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BorderWare MXtreme Customers Can Reduce Mail Gateway Management from More Than 50 Hours Per Week to Just 3

London, UK – 6th October 2004 – Improvements in email gateways (MTA – Message Transfer Agent), including their integration with security functions, can significantly reduce the amount of IT labour required to maintain a messaging system, is the conclusion drawn in a new Osterman Research study and white paper sponsored by BorderWare Technologies Inc.. BorderWare has released findings from an Osterman Research study that shows enterprises spend on average more than 50 hours per week and \$214,000 per year maintaining their email gateway, suggesting that large organizations should seriously consider replacing their current MTA with one that provides better performance, like BorderWare's MXtreme Mail Firewall.

The study, which includes responses from CIOs and IT staff at various levels, found that MTA management consumes about 35% of all of the IT staff time devoted to managing a messaging system in an environment with a large number of users. The other 65% of IT labour investments are devoted, in large part, to managing email security functions, including anti-virus, anti-spam, content filtering, secure messaging and related functions, which are some of the key features provided by BorderWare's MXtreme Mail Firewall solution.

Based on conservative estimates, an enterprise of 5,000 users can save more than \$9 per user per year if it can reduce the time that IT spends on MTA management by only 30%, and the time it spends on security management by only 20%. In actual MXtreme deployments, customers report MTA and security management was reduced an average of 60%. In a case study documented by the META Group, one Fortune 500 enterprise reduced its MTA labour requirements with MXtreme by 95%, from 60 hours per week to just 3.

The study also identified that the four most important attributes for messaging systems (defined as being important or extremely important by at least 80% of organizations) are reliability (97%), security (91%), integration with security services (90%) and messaging throughput (84%). All of the attributes cited in the study are central features of BorderWare's MXtreme.

"There is a significant level of dissatisfaction with current MTAs," said Michael Osterman, president Osterman Research. "We found that if organizations had the option of replacing their current MTAs with one that provided substantially better performance, better reliability, better security and greater visibility into the email infrastructure, 77% of organizations would consider doing so."

MXtreme is the ideal platform to replace existing mail gateways with a Certified Secure solution. It installs at the network edge to deliver the most comprehensive perimeter security for an organization's email infrastructure. MXtreme is the only mail firewall to gain a Common Criteria EAL4+ security certification, assuring users that their email systems are protected against spam, viruses, Denial-of-Service attacks like MyDoom, buffer overflows, directory harvesting, and other vulnerabilities that could paralyze email communications. MXtreme also provides the industry's first failsafe clustering architecture for high-availability to ensure zero downtime, zero latency and zero message loss.

The full Osterman Research study and white paper – The Benefits of Replacing Your Mail Transfer Agent – and META Group case study are available for download from BorderWare's online resource centre at: http://www.borderware.com/aboutus/resource_center.php.

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About BorderWare

Founded in 1994, BorderWare Technologies Inc. is the benchmark provider of messaging security solutions for enterprises and government. The company's flagship MXtreme Mail Firewall is the market leading appliance for securing an organization's email infrastructure. Similarly, BorderWare's SIPassure SIP Firewall delivers the benefits of Internet telephony by managing and protecting the flow of VoIP-specific SIP communications for enterprises and carriers. BorderWare has more than 6000 customers with systems deployed at various military, intelligence, defence, national security agencies, and corporations worldwide. The company has developed affiliations and partnerships with some of the industry's most prominent companies in Internet infrastructure, security and messaging including Cisco Systems, F5 Networks, Sun Microsystems, FaceTime Communications, RSA Security, Research In Motion (RIM), Symantec and Kaspersky Labs. BorderWare is a private company headquartered in Toronto, Canada with offices in London, Frankfurt, Stockholm, Dubai, Ottawa, Dallas, San Jose, New York, and Washington DC. For more information visit <http://www.borderware.com>.

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