



Case Study – Vision Labs

The Customer

Vision Labs is the UK's largest manufacturer of prescription lenses. The company employs over 300 people and is a supplier to Specsavers throughout the UK, Irish Republic and Netherlands. With a turnover of over £25m, Vision Labs specialises in surfacing and coating treatments for optical lenses.

Vision Labs uses MXSweep to reduce spam and protect against email-borne security threats.

Business Challenges

Like many businesses today, Vision Labs has come to rely heavily on email, using it to communicate with suppliers, partners and customers on a daily basis. The problem with systems like email is one that it shares with a number of other technologies we now take for granted; we simply don't appreciate how important it is until things start to go wrong. Vision Labs was receiving levels of unsolicited email that were proving problematic, staff productivity was being affected, costing both time and money. In addition, the company had also found itself contaminated by a virus that had been able to penetrate IT systems via the email server. Luckily the problem was identified before any serious damage could be done, but the security breach did disrupt the work of a number of staff.

The Solution

Vision Labs, on the advice of its IT supplier, chose to deploy MXSweep email protection, a security-as-a-service solution. Instead of Vision Labs purchasing and installing email protection software or an email security appliance and then managing maintenance in its environment, MXSweep hosts a multi-layered protection service in two enterprise-class data centres and provides access to the system via a web portal on a true pay-as-you-go subscription basis.

Moving to MXSweep was relatively simple, only really involving a change to mail exchange records in the domain name server. There was no interaction with the network or desktops due to the fact there is no hardware or software to be installed.

Kevin Murrall, head of operations at Vision Labs explained: "We had been working with our IT supplier for a while and were having some issues with email traffic that was slowing things down. We looked at a few options and narrowed it down to two products, Black Spider and MXSweep. Our IT supplier suggested that MXSweep was the best solution for our needs so on its recommendation we went ahead with the implementation."

"Deployment was seamless and we have been delighted with the results. On a day-to-day basis it has been absolutely ideal, we haven't had any problems, in fact I don't think I've got anything bad to say about it at all."



Customer benefits

With zero set-up costs the Security-as-a-Service approach provides redundancy and scale-on-demand infrastructure. The Cloud Computing model is a key strength and is a true 'set and forget' solution for both the end users and IT administrators. By switching to this Security-as-a Service model Vision Labs has seen a significant increase in productivity and end user satisfaction. In addition, Vision Labs can be confident that the security weaknesses responsible for previous infections have now been reinforced. All email is filtered offsite, threats are quarantined and only clean email is relayed to the email server. Email quality is guaranteed by industry-leading detection rates and real time virus and spam outbreak protection. MXSweep even provides an insurance policy which ensures users can always access, compose and send email even in the event of Vision Labs' own email server failing.

Kevin Murrall continued "The working day for a large number of Vision Labs staff now runs noticeably smoother than it did before with productivity of those staff most affected by rogue email considerably improved. We were getting an awful lot of spam and potential viruses. Now we just get an alert whenever anything comes through that appears to be a rogue email. This has had a big impact upon the orderliness of the email traffic, preventing inboxes from getting clogged up and ensuring legitimate emails do not get lost. From an efficiency point of view, some of our users get a very high volume of email, so it has definitely improved their experience. MXSweep has been a great fit for Vision Labs."

For further information please visit www.mxsweep.com