

**Success Story:  
Credit Suisse  
& Mailstream  
Manager**

**OVERVIEW**

Credit Suisse Group is a leading global financial services company headquartered in Zurich. It provides private clients and small and medium-sized companies with private banking and financial advisory services, and pension and insurance solutions from Winterthur.

In the area of investment banking, it serves global institutional, corporate, government and individual clients in its role as a financial intermediary. Credit Suisse Group's registered shares (CSGN) are listed in Switzerland and are available in the form of American Depository Shares (CSR) in New York. As of March 31, 2005, it reported assets under management of CHF 1,271.6 billion.

“Over time we had to add routing and filtering layers which reduced our ease of management. With Sendmail's approach and solutions we are able to reduce complexity and improve management of the full email flow.”

Head of Enterprise Messaging  
Credit Suisse

**CHALLENGE**

For a financial services company email is a critical element of business infrastructure that must meet rigorous security and regulatory requirements. It must be scalable to efficiently support new growth, flexible to accommodate changing business demands, and easily manageable through a single set of tools.

Through years of sustained growth and multiple acquisitions, email systems at Credit Suisse had evolved into a sprawling maze of disparate routing, management and security systems from several different vendors-each with its own directory structure, management console and security provisions. With more than 60,000 employees worldwide and a daily mail volume of several million messages, administrative costs and security had become a major concern.

Credit Suisse was also contending with rapidly changing demands on its email infrastructure. The firm was incorporating email into business applications, outbound marketing, customer service inquiries, transaction notifications and other purposes. Typically this was accomplished using custom-developed applications, which then required regular maintenance and periodic updates as business demands continued to evolve-an increasingly costly endeavor. The company urgently needed a solution for expanding its messaging infrastructure while consolidating the underlying technologies and simplifying management overall.

**PROBLEM:**

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**CREDIT SUISSE SOLUTION REQUIREMENTS:**

- Improving security of the email service
- Consolidating servers and processes where possible
- Preserving service levels as traffic increased
- Rejecting unwanted email at the gateway
- Simplifying service management
- Using industry standard technologies
- Reducing maintenance and administration costs

**SOLUTION**

The solution for Credit Suisse was to implement Mailstream Manager on all external and internal Email Routing Layers. Integration was completed with the assistance of Sendmail Professional Services. All existing data was transferred to the new management platform with no downtime. The entire network can now be efficiently managed through a single administrative console.

Unlike conventional email products that only address one aspect of email security, Mailstream Manager provides a complete, fully-integrated email security and policy enforcement solution. It combines anti-spam, anti-virus, text and attachment scanning and powerful policy enforcement applications into one centrally managed solution. In addition to fulfilling the critical duties of gateway filtering and security, Mailstream Manager provides Credit Suisse with unprecedented capabilities for easily building and enforcing complex business policy and regulatory requirements for their internal and external email flow.

Mailstream Manager's powerful messaging capabilities are built on an innovative new platform for message processing. This gives Credit Suisse the ability to not only tackle its immediate email security and policy enforcement challenges, but also an unparalleled framework for integrating email security and policy management into its business application workflow.

Mailstream Manager is built on an architecture that enables integration of email processing with Credit Suisse's other systems, including databases, directories, CRM systems and other business applications. Until now, no commercial solution has been available to integrate email message processing into the wide variety of business application tools that run today's complex corporations. This enables a new level of intelligence, adaptability and centralized control, throughout Credit Suisse's email system.

**RESULTS**

With the successful completion of its email consolidation initiative, Credit Suisse now has a uniform infrastructure across the entire enterprise that consolidates multiple technologies, locations and subdomains in a greatly simplified routing infrastructure.

The new environment is vastly more scalable, available, flexible, manageable and secure. The bulging portfolio of administrative tools has been replaced by a unified solution that allows any resource in any location to be monitored through a single dashboard and managed through a single console.

A new, unified directory solution preserves local user administration while providing granular policy definition and flexible, automated enterprise-wide enforcement. A simpler and more easily updated content screening solution has tightened security and dramatically reduced spam penetration. Overall, Credit Suisse has reduced email system management exponentially, and is successfully filtering significantly more spam than ever before.

**Command and control for email.**



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