

Pompidou Centre

CULTURE

The Pompidou Centre in Paris is a world-famous cultural centre and home to France's National Museum of Modern Art. Its reputation and high profile make it a prime target for spam, but since the installation of a Sophos Email Security Appliance, the flood of unwanted emails to the Centre's employees has dried to a trickle.

Key facts

Organisation

Pompidou Centre,
National Museum of Modern Art

Location

Paris, France

No of users

1000

Solution

Sophos ES4000 Email Security
Appliance



The Pompidou Centre at night
Architects Renzo Piano and Richard Rogers
(Photo G. Meguerditchian)

Business challenge

With six million visitors per year, the Pompidou Centre in Paris is one of the world's most popular tourist attractions. More than one thousand employees work in its National Museum of Modern Art and cinemas and run its busy programme of cultural performances and seminars. The Centre's powerful IT system houses a database of the museum's entire collection. Its IT department employs 30 staff, including a dedicated team for exhibitions. In 2005 the Centre installed an Ethernet Gigabit network and introduced a strict security policy.

However, following this implementation, the performance of the Centre's anti-virus and anti-spam solutions at the gateway failed to deliver effective protection.

According to the Pompidou Centre's IT director, Olivier Bielecki, "Email filtering was ineffective, and administration was too complicated to allow individual users to manage their own quarantined messages. An administrator had to check everything daily, resulting in many calls to IT from frustrated users who had been denied access to important email."

"Not only has the Sophos ES4000 almost completely rid our system of spam without generating false positives, but its remote monitoring and assistance has significantly reduced our maintenance workload."

Olivier Bielecki, Director of Information Systems, Pompidou Centre

Faced with wasted time, falling productivity and unhappy users, the Pompidou Centre decided to revamp its gateway security. The main priorities were better efficiency and customisable administration options.

Technology solution

The provision of gateway security was put out to tender, and although bids were received from six different software companies, the Pompidou Centre opted for the Sophos ES4000 Email Security Appliance. This managed appliance came top for performance, ease of management and installation. Featuring an intuitive web interface and automated protection updates every five minutes, the ES4000 protects the email gateway from the growing threat of viruses, Trojan horses, spyware, spam, and policy abuse. After two weeks of tests, during which the ES4000 protected the IT department's email gateway without users' knowledge, Sophos was confirmed as the best choice.

"We chose to use an appliance because we did not want to install software on our system, and wanted to reduce the need for monitoring, which is now carried out remotely by Sophos", said Olivier Bielecki. "We were also impressed by the service support provided by Sophos and its partner, SEREN-IT."

The Sophos ES4000 appliance is one of the latest generation of enterprise-class gateway solutions, designed to deliver superior email protection in a compact, intelligent and easy-to-manage format. The monitoring and remote support provided by Sophos give benefits that are more usually associated with a managed service. This total solution met the Pompidou Centre's specifications perfectly, allowing a reduction in maintenance workload without compromising security measures. Features such as remote "heartbeat" monitoring, exception-driven alerting, automatic capacity optimisation and on-demand remote assistance combine to deliver the industry's most dependable and effective gateway security.



Business results

After an initial test phase involving the Pompidou Centre's 30 IT staff, the ES4000 was rolled out to the entire system of over 1000 users. The results were instant, and impressive. Some users saw their daily dose of spam email fall from 200 messages per day to just two or three. More importantly, there were no more complaints to the IT department about "false positive" messages. "It was a huge relief for the system administrators, who had less quarantine management to do, and no more calls from angry users," said Oliver Bielecki. "The system's flexibility allows us to delegate quarantine management to users, which dramatically increases our user satisfaction."

The Pompidou Centre also chose to make use of the ES4000's remote monitoring and on-demand remote assistance feature, and delegate the majority of appliance maintenance tasks to Sophos.

"The Sophos appliance met our IT needs perfectly. It ticked all the right boxes – simple installation, efficiency, reinforced security, a lighter administrative workload, and improved user satisfaction," said Oliver Bielecki. "Now we have time to concentrate on our essential IT management tasks, and on our core business – the Pompidou Centre."

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