



Credit Lyonnais Securities Asia

There can be few services that rely more on client trust than those in banking and investment. The global brokerage and investment firm Credit Lyonnais Securities Asia (CLSA) is on-line 24 x 7 for its customers who use CLSA's complex network to electronically route orders to all major markets in Asia and Australia. Extensive in-house security systems are used, and since early 2001, MessageLabs' anti-virus service has been part of that security portfolio, with zero internet email infections since connection.

Hong Kong-based Credit Lyonnais Securities Asia (CLSA) first opened its doors in Hong Kong in 1986 as the Asian brokering arm of Credit Lyonnais, the French retail bank. The growth of CLSA in Asia eventually led to the expansion of the brokering and investment business world-wide. Since then, CLSA's electronic order routing and execution platform has expanded to become key to delivering multiple levels services to major institutional and retail clients around the world.

Top three crucial systems

CLSA's top three business systems are, in order of importance, electronic trading, settlement and then email, which is isolated from the main business units and delivered via a Unix platform.

'Our email system is used most heavily in conjunction with the research capability we provide for our clients,' says IT Infrastructure Manager Colin Whittington.

'Overall, we send and receive something in the region of 30,000 emails a day.'

'It therefore is very important to us that we have confidence in the integrity of that system and that we do not send viruses to our clients, who are among the 200 or so largest and most influential fund managers in the world. In that regard, MessageLabs has provided an additional layer of network protection and comfort since early 2001.'

'We have a multi-million dollar investment in our investment and brokerage business and we are heavily reliant on the electronic systems that power it. Our estimates of intrusion recovery costs in terms of staff time are insignificant compared to the potential damage done by downtime. While email is in reality a low-risk element of our business mix, we believe the MessageLabs anti-virus service provides additional peace of mind where we are exposed to the weaknesses of the public internet.'

*Colin Whittington,
IT Infrastructure Manager,
Credit Lyonnais SA.*

Service levels are high and consistent

CLSA says its experiences with MessageLabs' service and technical delivery have been excellent.

'In the early days, we made a number of calls to MessageLabs Support about functionality and features of the AV service and we found their staff to be knowledgeable and highly responsive to our questions and requests.'

'I would have to say that their issues response also was both fast and effective,' says Colin.

Complementing the AV service, InSight's online reporting system also gives a high level of real-time reporting information to CLSA management, with potential virus infections blocked outside the network, and immediate notification given to the email administrator.

Unique external protection

CLSA used two network-based server and desktop anti-virus systems prior to signing for the MessageLabs service and both of these continue to be used to provide protection internally. 'MessageLabs provides us with valuable benefits in addition to the network services, benefits not available elsewhere,' says Colin.

'MessageLabs brings a 24 x 7 monitoring service and superior heuristic scanning technology through Skeptic.'

'As a result, the risk to us posed by new viruses is much less. We no longer need to be concerned about the timeliness and availability of signature downloads.'

'If we ever do suffer a virus attack in future, we will check alternative network entry points first to find the problem, not our internet email via MessageLabs. And of course, on a day to day basis, our IT staff are freed up to concentrate on our core business.'

Cleanup versus immunity

'We have estimated that a full-scale security restoration project might cost us \$3,000 in manpower and many times that figure per downtime business hour,' says Colin, 'but these figures assume that we suffer no reinfections and that the restoration is fast and effective.'

'Quantifying the overall cost of an attack is difficult, but with the MessageLabs service in place, we feel we have a very capable partner who 'takes the hit' for CLSA and our customers and by doing so protects our reputation and enhances our image in the marketplace.'