



Wilkinson & Grist

Wilkinson & Grist is one of Hong Kong's longest-established and best-known law firms, with around 200 staff in its Hong Kong and Beijing, PRC, offices. The practice areas of the firm include China trade, company and commercial, conveyancing and real property, intellectual property, litigation and insolvency.

Since its establishment in about 1860, it has represented many of the world's leading corporations and financial institutions and today, its members sit on Government advisory bodies, Law Society committees and international professional associations as well as holding directorships in major corporations. Wilkinson & Grist places significant emphasis and reliance on system security. Following a virus attack that cost the firm 'literally thousands of dollars' to rectify, the MessageLabs anti-virus service was implemented to protect both the messaging system and Wilkinson & Grist's reputation with its clients. Since implementation, there have been no further problems and in the February-March 2003 period alone, the online reporting system 'InSight' showed the MessageLabs anti-virus service had blocked 115 viruses.

Decreasing the risk

Wilkinson & Grist considers its messaging system to be an integral part of its internal and external communications network and expects it will take a more important role in the future for communication both with clients and amongst employees. Already, there are an estimated 20,000 emails passing through the network each month. The company also is well-informed on global virus and malware trends and foresaw that the ongoing risk of infection was growing, not reducing.

The Wilkinson & Grist partners realized they needed a comprehensive solution that would scale in line with their business expansion plans and provide protection in excess of their known requirements. This was especially true because of the broadband environment the firm enjoys. The always-on status of the network makes it attractive to net attack.

'That one viral attack prompted a small number of clients to express concern about emails sent from our firm, saying they feared their systems might become infected by a virus sent by us. While we do not ignore the costs of infection in terms of downtime and lost productivity, the bigger threat and potential damage was to our corporate image and this cannot be quantified in terms of monetary loss.'

*Keith Ho,
Partner,
Wilkinson & Grist*



MessageLabs gives peace of mind

'The virus attack I mentioned threatened the integrity of the network and led us to seek a remedy that would not only provide the highest level of protection, it would be visible and help maintain our reputation for excellence among our peers, customers and staff,' Mr Ho says.

'We also appreciate the power of the system and its ability to block both spam and pornography as well as viruses.'

'We were very careful to ensure we used MessageLabs and MessageLabs' anti-virus service in the most productive way, taking advantage of its unobtrusive nature to introduce it to the firm while still retaining our existing AV service to protect against browser-based email and other internet threats.'

'MessageLabs' anti-virus service is reliable, does the job of stopping virus-infected mails and gives us peace of mind,' says Mr Ho.

'Already, we are much less-vulnerable to viral attacks and therefore unlikely to unknowingly attempt to send an infected email to a client.'

Wilkinson & Grist also appreciates the fact that management is able to budget more accurately for the cost of network security and that staff are now able to concentrate on activities more relevant to the commercial requirements of the firm.

'We are able to manage our costs and our IT staff time much better,' Mr Ho says. 'We also appreciated the fact that the entire MessageLabs' anti-virus service was implemented quickly and painlessly. The fact that we did not need to invest in hardware or software was a definite plus and we also appreciate not having to maintain and update AV signatures, which we previously had to do on a regular basis.'

'In a big-picture view of our business, it is likely that we could make a strong case that MessageLabs anti-virus service has actually saved us money. While this is not always a measurable assessment, there are specific savings such as bandwidth usage that we can see on a monthly basis.'

'We also benefit from not having to close the system down during a known email virus problem for other companies in the region, including our customers' businesses. We can accept mail from them and send mail to them knowing it is either clean or it is blocked by MessageLabs and quarantined for safety.'

For more information on a proactive email security service,
working around the clock and around the globe, visit www.messagelabs.com