



Canton of Jura

Swiss Canton boosts email security and simplifies management with Fortinet

Situation

The youngest of the 26 Swiss cantons, the [Canton of Jura](#), is a sovereign state within Switzerland. The public administration provides about 70,000 citizens with services such as education, health care, security, transportation and operates the necessary IT infrastructure.

As part of a broader IT security revamping strategy, the IT department of Canton of Jura decided to replace its email security solution, due to the inefficiency of the previous email gateway system, the lack of service and support and the complexity of the security architecture.

Two short comings supported the decision to change the email security solution. On the one hand, the filtering performance of its open source anti-spam solution had not been productive and many users complained about receiving spam. On the other hand, the external public organizations working with the canton had expected to benefit from its messaging services without being part of the same IT network, which required a specific configuration of the email system. In terms of system administration, there had been problems to correctly address these issues due to the complexity of the system. Therefore, the new solution had to fulfill the various requirements and yet, be easy to administrate.

"The performance of the previous security solution had been dwindling significantly, letting more and more spam emails get through the system. Many incidents occurred, including emails getting lost or being delivered with a delay," said Bruno Kerouanton, chief security officer at Canton of Jura. The canton serves 50 sites, 1,300 PCs, 300 laptops and 1,700 users and several data centers as well as some para-public organizations, which partially share the canton's security solution.

"We needed easier management, better spam control, and high availability of the two data centers. We also had to offer differentiated and segregated email services to some of the para-public entities," explained Kerouanton. "The flexibility of the system and the possibility to tailor it to the users' needs were paramount. Some of the organizations we serve such as hospitals, the police or fire department have particular requirements. For example, they request to receive many of the emails that would normally be filtered out by our system as spam."

Solution

After conducting a detailed analysis of the IT needs and expectations, the Jura public administration opted for an enterprise-class solution that would be able to work out-of-the-box and require no or little maintenance. The diversity of users' needs related to email excluded the possibility of obtaining an email security solution that works with manually installable updates and a single-layered protection.

The new solution consists of two clusters of Fortinet's FortiMail™ messaging security appliances chosen with the counsel of Jura's main IT security contractor. One cluster, two [FortiMail-400B](#) appliances, was deployed to protect the internal messaging system of Canton of Jura, which includes about 1,500 email accounts. The two appliances operate in transparent mode with fail-over support for ease of maintenance and high availability. Every day, the FortiMail-400B system filters an average of 180,000 emails.

CASE STUDY

Challenges

- Replace an inefficient and complex email gateway system

Objectives

- Deploy an email security solution that is easy to manage and provides strong spam control
- Provide segregated email services to the different administration entities
- Ensure high-availability

Deployment

2x FortiMail-400B
2x FortiMail-100

Industry

Local Government

The one and only email security solution just doesn't exist. However, we found the best solution for us and that is why we are a 100% satisfied.

– Bruno Kerouanton
Chief Security Officer

Canton of Jura

The other cluster, consisting of two FortiMail-100 appliances, protects Jura's email communication with external public organizations. It was configured as a mail server providing full-featured SMTP mail server functionality with anti-spam, anti-virus and flexible support for secure POP3. The solution prevents in average about 5,000 viruses per month from entering Jura's IT system.

The installation of the new security solution had been quite a concern, as such a project generally requires a service interruption and can cause lost or delayed emails. However, the Fortinet messaging security solution was up and running in just a few hours without any significant impact for the users thanks to the simple configuration options offered by the FortiMail systems. They provide a web-based console and configuration wizards to walk through the process.

The network managers received a one-time training on how to operate the system. The staff involved in the cluster management now consists of a help desk and support team checking quarantine queues, in case users need a quick release of blocked mails, and one system administrator in charge of the internal messaging servers. Upgrades and appliances checks take up about 5% of the overall maintenance time, representing less than 8 hours a year, thus allowing Jura's administrators to invest their time in responding to users' business needs.

Success

The new solution addresses both the users' and the IT managers' specific requirements for performance and usability. "Previously we had to cope with up to several hundred of email related incidents," said Kerouanton. "Today we still have occasional complaints about blocked or lost emails because of false-positive blocked in quarantine. However, users can now release false-positives themselves, therefore there is a lot less to worry about."

The management software and the embedded administration interface have also met the expectations of the IT managers, saving them time and additional training. The operational advantages of the FortiMail security solution have been essential to a smooth transfer to avoid any business communications disruption.

The amount of spam and malware getting into users' inboxes is increasing constantly and can seriously harm the productivity of organizations. That is why email security is not just an issue, but a matter of service level agreements. Being a service provider itself, Canton of Jura needs to comply with high standards. "The one and only email security solution just doesn't exist," says Kerouanton, "however, we found the best solution for us and that is why we are a 100% satisfied."

CAS232-0511

FORTINET

GLOBAL HEADQUARTERS

Fortinet Incorporated
1090 Kifer Road, Sunnyvale, CA 94086 USA
Tel +1.408.235.7700
Fax +1.408.235.7737
www.fortinet.com/sales

EMEA SALES OFFICE – FRANCE

Fortinet Incorporated
120 rue Albert Caquot
06560, Sophia Antipolis, France
Tel +33.4.8987.0510
Fax +33.4.8987.0501

APAC SALES OFFICE – SINGAPORE

Fortinet Incorporated
300 Beach Road #20-01, The Concourse
Singapore 199555
Tel: +65.6513.3730
Fax: +65.6223.6784