



## Canadian Federal Agency Protects Its Email Environment With MessageWare OWA Suite

**Industry:**

Government

**Challenge:**

Improve security for employees accessing email using external PCs

**Products:**

MessageWare OWA Suite

**Key Benefits:**

- Protection of OWA sessions
- Securing confidential information contained in email attachments and files accessed from public computers
- Custom software development of additional OWA functionality

**SITUATION**

The important work of a large Canadian Federal Government Agency requires many of their employees be on the move and away from their offices regularly. Email access while away from the office is critical and security of government communications is mandated—the agency needed a way to make sure its email accounts, messages and attachments were safe.

In 2008, the agency decided to deploy Microsoft Office Outlook Web Access (OWA) in order to provide employees with email access in situations where they could not get access to a VPN connection. “Only employees with an RSA/SecurID token are given access to internal resources, and OWA would not be an exception,” noted the department’s Manager of National Infrastructure Integration and Implementation Group. “Two factor authentication and session encryption are important steps, but they’re not enough.”

To make sure email and/or file attachments wouldn’t fall into the wrong hands, the department needed to have a way to prevent the risks of this occurring when accessing email via OWA on personal and public PCs; including, kiosks or Internet cafes. The information technology managers at the agency needed help to ensure their employees didn’t unknowingly create vulnerabilities by leaving an Outlook Web Access (OWA) session active or documents behind on external PCs after using their email.

**SOLUTION**

After an extensive Internet search of possible solutions, they discovered MessageWare’s OWA Suite. “MessageWare had several applications that together created the exact protection we needed,” they recalled. “It was the only provider that met our requirements.”

To remove the active session threat, MessageWare offered NavGuard, an application for the Microsoft Exchange OWA server that requires a user to logoff OWA before moving on to another Web site. TimeGuard, another tool, applies timeout protection in a user-friendly way and also enforces a maximum session time, ensuring access is not granted if an employee leaves an email session active. AttachView converts attachments to secure HTML pages for over 400 file types. Users can easily see and work with files without leaving confidential information on an unsecured computer.

The Agency also wanted a way for their employees to access documents in their native format. MessageWare developed a “save confirmation” feature for AttachView. This feature utilizes a pop-up agreement that alerts users to the risks and requires the user to accept responsibility for downloading and saving a document before they are able to gain access to it. Soon after, MessageWare developed and delivered the Save Confirmation functionality in both French and English, along with the ability for the agency to customize key features on their own.



## Case Study

## Enhance and Secure Outlook Web Access

*“Any organization that decides to deploy OWA should seriously consider MessageWare’s OWA Suite. That’s how valuable we’ve found it to be.”*  
– Manager of National Infrastructure Integration and Implementation Group

**For more information about MessageWare OWA Solutions, please contact:**

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### ■ RESULTS

IT managers at the agency report that MessageWare has made the difference in OWA security. And users are happy the protection didn’t come with a drop in convenience.

“We’ve had absolutely no complaints. And we certainly would have heard if there were problems. One user in an extremely remote location told me that accessing email through our OWA system is no better or worse than using Hotmail from a bandwidth perspective, which I take as a complement.”

Along with the operational safeguards, MessageWare’s applications delivered additional and unexpectedly welcome benefits. According to the agency, requests for notebooks have dropped dramatically and AttachView immediately reduced their network bandwidth requirements.

“Since people can now get their email from anywhere, they don’t sign out notebooks from our inventory as often. So now we don’t have to have as many available, and we don’t have to spend as much time updating and replacing units. Any organization that decides to deploy OWA should seriously consider MessageWare’s OWA Suite. That’s how valuable we’ve found it to be.”

### ■ ABOUT MESSAGEWARE

Founded in 1993, MessageWare develops and markets solutions that enhance and secure Outlook Web Access. A trusted Microsoft Gold Certified Partner and a Global Exchange ISV for 15 years, our applications give companies of all sizes the ability to enhance, secure, and customize OWA.

MessageWare solutions give organizations a greater return on their Microsoft Exchange investment through increased employee productivity and reduced support and IT administration costs. MessageWare products are used by over 2,500 enterprises and four million users worldwide, from Fortune 500 companies to small businesses, in every industry including banking, education, financial services, government, healthcare and legal services.