

# CASESTUDY

## DATEL

### Realising the benefits

Datel has deployed a range of Redstone products and services to ensure that the company's unique security requirements are perfectly met, including;

- The provision of first-line technical support, allowing Datel to draw on extensive experience and training support, whilst also providing the Datel team with peace of mind that if any problems do arise, they can be dealt with quickly and effectively
- An off-site management system which provides real-time statistics and tools, allowing Datel to customise the portal to meet their unique needs and make changes themselves directly, thereby optimising system benefits and increasing flexibility and response.
- Full project management and consultancy services. Training courses were also provided to help all relevant personnel gain a better understanding of the deployed technologies.

**"We approached Redstone after recognising our growing need for enhanced security and improved performance of our email system and overall IT infrastructure. Having worked with Redstone in the past we were aware of the high level of service and technical support we could expect, and they did not let us down."**

Scott McIntosh, Business Process Engineer  
Datel Design and Development Limited

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## DATEL DESIGN & DEVELOPMENT LTD.

### The background

Datel is the world's leading developer and manufacturer of video game enhancement products, including the best selling cheat-code system Action Replay Max. Datel generates annual sales of over \$150m through a global network of distribution and retail partners.

The company's innovative, creative and constantly evolving product range has quickly gained mass appeal in a highly demanding and fast-moving market.

### The challenge

As a result of the nature of Datel's business, the company is a regular target for spammers, receiving large volumes of incoming spam email and occasionally more malicious viruses which pose a significant threat to the security of all business critical systems. The time and resources being spent combating this issue became increasingly problematic and in June 2007 Datel suffered a serious virus outbreak.

Not wishing to buy or maintain any new hardware internally, Datel approached Redstone to provide an individually tailored, robust and cost-effective managed solution to stop spam hitting their systems, whilst also preventing the company's systems being hijacked as a spam engine or relay.

The brief to Redstone was three-fold:

- to clean up any existing infections and protect the server infrastructure against viruses, including the ability to monitor traffic to check for anomalies;
- to replace the existing infrastructure with new, more resilient, up-to-date software and hardware; and
- to prevent spam and viruses reaching Datel's assets on an on-going basis, removing the possibility of future damage.

