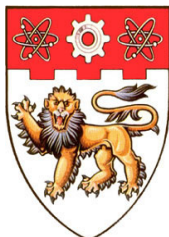




## World-Class Technological University Chooses SessionGuard, Increases Messaging Security For 25,000 Students and Faculty



### Nanyang University

Singapore  
[www.ntu.edu.sg/](http://www.ntu.edu.sg/)

### Industry:

Post Secondary Education

### Challenge:

Uncertain browser logoff exposes users to potential email abuse

### MessageWare Products:

AttachView  
SessionGuard

### Key Benefits:

- Tightened Security
- Increased User Confidence

### ■ CHALLENGE

Much has been written about the speed with which Southeast Asia is emerging into—and in some cases leading—the digital age. Yet very few locales in that region have embraced the leading edge of modern technology more completely than Nanyang Technological University (NTU).

Located in Singapore, NTU is a state-of-the-art integrated learning and research institution specializing in engineering and applied sciences. Only 20 years old, the university's campus, laid out by the world renowned architect Kenzo Tange, includes an 11 Mbps wireless local area network that allows students, researchers, and faculty to access the Internet from any mobile computing device, indoors or out.

NTU's world-class Web communications system depends on Microsoft Exchange 2000 Outlook Web Access (OWA) to drive email, messaging and collaboration services for the university's 25,000 users. Yet not long after the university installed OWA, the university realized its users would benefit from a couple of critical security enhancements: logoff cache clearing, authentication monitoring and OWA session timeout settings.

"Users who forgot to close their Web browser exposed themselves to the risk of others misusing their mailboxes, especially at kiosks where the browser is always on," said Norman Teo Swee Yew, Assistant Director (IT Operations) for NTU's Centre for IT Services. "Even if users clicked the logoff button, others could reenter the account since OWA caches the password and user ID. The problem became more apparent as more users found the convenience in accessing their email via OWA on and off campus. We had to ensure that access to their mailboxes would be kept secure."

### ■ SOLUTION

At the suggestion of Microsoft's local technical account manager, Mr. Teo and his associates investigated MessageWare's SessionGuard 2000 for Outlook Web Access, a software extension that improves session security for Outlook Web Access (OWA). SessionGuard ensures that OWA's "back door" is closed after each use by forcing new authentication once the user logs off OWA or timing out of the application (timeout is set by the administrator).

SessionGuard forces new authentication under all four possible logoff scenarios: where the browser cannot be closed (Kiosks); where the user clicks the logoff and closes the browser but leaves a second browser window open; where the user walks away without logging off; and where a users accesses OWA via the Windows Explorer. In each case, SessionGuard prevents abuse and ensures overall messaging integrity.



## Case Study

Enhance and Secure Outlook Web Access

**“There was no major change needed on our existing setup and no change to the way our users access their mailbox via the Web. We did not find any other product which matched up to what SessionGuard offered.”**

Mr. Teo  
Assistant IT Director

### ■ SOLUTION CONT'D

NTU made its purchase of SessionGuard in July 2002 and installed the solution in phases across its Exchange 2000 front-end servers that same month. Installation was easy and there were no direct product issues encountered.

### ■ RESULTS

Within weeks, SessionGuard was extended to all the university's students and staff. Despite a user load of roughly 11,500 OWA visits per day, there have been no major problems with the system.

Since NTU's LAN-based messaging service supports real-time collaboration as well as email, the system is accessed constantly from dormitories, classrooms, laboratories, and other places both on campus and around the world. SessionGuard has made a significant difference in the reliability and convenience of NTU's communications infrastructure.

“Giving our users peace of mind and securing their mailbox data is important to us in maintaining user confidence,” said Mr. Teo. “SessionGuard from MessageWare provides the added level of security we were looking for, without impacting system performance. It simply works as promised.”

### ■ ABOUT MESSAGEWARE

MessageWare is the world's leading provider of enhancement and security solutions for Microsoft Office Outlook Web Access (OWA). Our award-winning solutions include ActiveSend, AttachView, NavGuard, Plus Pack, SessionGuard, TimeGuard and CalendarShare. These products are also available bundled together in the OWA Suite.

Founded in 1993, MessageWare is a Microsoft Gold Certified Partner and a Global Exchange ISV. Thousands of the world's most successful organizations use MessageWare's OWA solutions to enhance and secure their production email environment.

For more information  
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