

Red Condor - Simply the Best!

Charleston Southern University in South Carolina is a private Christian school and one of South Carolina's largest accredited independent universities with nearly 3,300 students and 450 faculty and staff. Despite its relatively small size, CSU is known for being on the leading edge of computer technology, including being the first all wireless campus in the state and one of the first to install an early warning system for all students, faculty and staff. For CSU, its focus on technology combined with an emphasis on integrity and character are central to the school's success, which makes the volumes of burdensome and deceptive spam even more of a problem.

Even with an anti-spam product in place, students, faculty and staff were being bombarded with spam email, which made up 10-15 percent of all messages hitting the email servers and end-users email boxes. The school's small IT staff was faced with managing all spam whitelists and blacklists for the university and was frustrated with the spam leakage and false positives.

Weeding through Spam

John Bodden, database administrator for CSU related from personal experience his own aggravation with spam, which also echoed across campus, "I was receiving between 150-200 emails a day, and among those messages were too frequent offers for Rolexes and Viagra, as well as infamous bank account transfer scams and bulk advertisements. These messages should have been quarantined. I also had issues with list serve messages being blocked in error, forcing our department to manually add each list-serve to our global whitelist. I know these same issues were also affecting our students and faculty because they frequently told us."

Besides Bodden, the Faculty was regularly complaining about the volume of spam they had to weed through to get to the legitimate messages from students and co-workers. In addition, students that used Hotmail or Yahoo accounts were often easily missed and/or mistaken for spam by the anti-spam solutions, which included products from GFI, Barracuda and SurfControl.

With frustration flowing from across campus, Bodden and his team set out to find a new anti-spam solution, focused on the following key requirements:

- User managed quarantine
- Low IT administration
- Hardware solution; rather than software

MAG Appliance Delivers Spam Protection and Convenience

After comparing a Barracuda Spam Firewall with a Red Condor MAG 2700, Bodden selected the Red Condor appliance.

"We ultimately selected Red Condor because of its approach to detecting spam," noted Bodden. "The appliance does not use scoring-based detection like the other solutions. This enables the device to have a better detection rate. We received a demonstration unit for testing, and we were blown away at the



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***- John Bodden
Database Administrator
Charleston Southern University***

About Charleston Southern University

Founded in 1964, Charleston Southern is one of South Carolina's largest accredited, independent universities, enrolling nearly 3,300 students. Affiliated with the South Carolina Baptist Convention, the university's mission is promoting academic excellence in a Christian environment to all faiths. CSU is located near historic Charleston and the beaches of the South Carolina coastline.



reduction in the amount of spam. Within the first few days of using the appliance, we had decided that Red Condor was the right solution for us.”

The MAG appliance provides CSU with user-configurable quarantine option, which allows them the option of receiving daily or weekly reports, or none at all. They can review any email that has been tagged as spam and placed in quarantine without downloading the email and placing their computers or the entire network at risk. Users can also control their own whitelists and blacklists, allowing one user to accept a mass email while permitting another to block it. This removes the burden from the IT staff for having to maintain the lists.

Today, CSU’s faculty and staff are managing their own spam. Any undesired messages that make it through to end-users’ email boxes can be forwarded to Red Condor for review. This helps reduce the amount of future spam. Red Condor’s multi-layer spam filter is also automatically updated to ensure that CSU has the most recent and reliable anti-spam protection. The appliance’s multiple signature-based anti-virus engines are used with Red Condor’s zero-hour virus defense to ensure quick and comprehensive defense against viruses and other security threats.

Saving Time and Network Resources

“I was spending about five hours a week managing spam on campus,” commented Bodden. “With Red Condor, I may log in once a month to run a report. I no longer have to manage our spam filter.”

According to recent Red Condor reports, roughly 91 percent of all email coming is spam, with 21 percent being blocked outright and 70 percent being quarantined for user review. The device has helped to reduce the amount of network traffic hitting the mail server by about 35GB in the past four months.

Bodden also commented that Red Condor’s tech support is second to none, helping CSU stay on top of challenges, even from a distance.

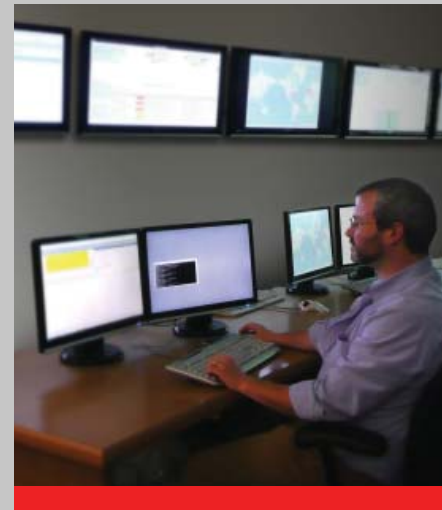
“Not too long ago, I got a call from Red Condor’s tech support making me aware of a problem with our mail server. The Red Condor team detected a back-up problem in our messaging queue on the spam filter and called me to let me know that the mail server was not accepting email. I was able to correct the issue in normal working hours with little disruption in mail service.”

Simply the Best Spam Filter Evaluated

Bodden added, “Since installing the Red Condor device, we are seeing a significant reduction in the amount of spam reaching the end user. There have been nothing but positive statements from faculty and staff about the change. Our users like the ability to choose the frequency of the Daily Digest reports, the system’s whitelist and blacklist functionality, as well as the reduction in the amount of false positives. Red Condor’s MAG device does what Red Condor said it would, and is simply the best spam filter I have evaluated.”

About Red Condor

Red Condor is a managed service provider of highly resilient email security systems. Red Condor’s email security eliminates spam, viruses, spyware, phishing schemes and other offensive content, with perimeter defense against denial-of-service and directory harvest attacks. Red Condor leverages up-to-the-minute security threat information from its worldwide sensor network, and then applies defensive measures in real time to protect the company’s client base. Red Condor’s revolutionary Vx Technology provides network-based load sharing and fail-over capabilities for customer appliances. Its unique technology blocks spam and malicious email with near 100% accuracy, so users can be confident in secure and reliable email delivery. Red Condor’s products and services are backed by a 24x7 customer care center at its headquarters that is staffed by email security experts.



Red Condor’s Security Operations Center

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