

## Blocking 3 Million spam messages per month, Red Condor's MAG2700 saves Jefferson College time & money

Located in Hillsboro, Missouri, Jefferson College serves more than 9,000 students each year. Jefferson offers a wide-range of arts and sciences, career and technical and continuing education courses which take advantage of the institution's ongoing efforts to use the latest technology.

Among the technologies that are critical to Jefferson College is email, which has quickly become one of the main communications channels for students who use it to stay connected with other students and their professors outside of the classroom. While Jefferson has only 5,000 to 6,000 students enrolled at a given time, the college's small IT staff manages nearly 50,000 mail boxes, including those used by faculty, staff and college alumni.

### Flooded with Spam

Despite a filtering service provided by the college's ISP and a third-party secure content management solution, Jefferson's end users in-boxes were still flooded with between 900,000 and 1 million spam messages a month. While the IT department continually worked to manage its email security, the unfiltered spam was maxing out end-users in-boxes and consuming significant network resources.

"While we tried a variety of solutions to block spam, our email security solution was not meeting our growing needs, and the majority of our support calls were related to email problems," said Jason Stokes, network analyst at Jefferson College. "In addition to the block failure rates, we also were not able to generate simple, usable reports with our filtering product, which could have helped us to identify trends and strengthen our policies and filtering rules."

In an effort to strengthen its email security, Jefferson resolved to find a better solution that would meet several key requirements, including the following:

- Highly successful block rate with very few false positives;
- Easy to manage with a good support team that is responsive;
- Cost not based on per mailbox fees.

After reviewing several alternative solutions, Jefferson selected Red Condor's Message Assurance Gateway (MAG) 2700 network appliance.

"The MAG2700 was the best solution we evaluated that met all of our needs and requirements," stated Stokes. "Red Condor's disaster recovery features, reporting capabilities and ability to filter inbound and outbound email simultaneously made the appliance the right solution for our school."

The MAG2700 features Red Condor's Vx Technology™, which provides full-time redundant fail-safe operation that is triggered if an appliance fails for any reason. The backup service transfers email protection to Red Condor's hosted platform until the



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Network Analyst  
Jefferson College***

### About Jefferson College

Jefferson College is a student-centered comprehensive community college, committed to providing an accessible, quality college experience as it strives to meet the diverse needs of the students and the community. Superior teaching and services foster a supportive learning environment, which promotes intellectual, social, and personal growth. A strong general education curriculum, college transfer and technical programs, personal enrichment courses, and on-campus experiences prepare students to succeed in their careers, further their education, and prosper in a diverse world. Jefferson College's ongoing assessment of students, programs, and services assures that it is a responsive and progressive community college.



problem with the appliance is resolved. The appliance will also store Jefferson's inbound email for up to 96 hours in the event that a mail server goes down.

### Multi-Layers of Protection

Red Condor's appliance incorporates multi-layers of protection, including real-time knowledge gathered from its worldwide sensor network, which is used to create thousands of targeted filter rules that keep pace with spam and virus technologies. The solution's multiple signature-based anti-virus engines used with Red Condor's zero-hour virus defense provides comprehensive protection that is quick to respond to changes spam's tricks and technology. Red Condor also provides Personal Dashboards that allow end-users to manage their own spam policies and review quarantined emails.

The appliance's inbound filtering stops spam, viruses, spyware, phishing schemes, and other offensive content before they reach the email server, while the outbound filtering protection prevents a virus-infected PC from sending spam. Red Condor's web-based management tools allow Jefferson's administrators to manage policies, monitor filtering performance and produce detailed reports to help identify problem areas and trends.

### Spam: A Non-Issue

Prior to Red Condor, Jefferson's spam solution was blocking nearly 1 million messages per month, unfortunately, allowing a large amount of spam to reach end-user email boxes. This burdened the students, faculty and staff with many wasted hours sifting through their email for valid messages. After installing Red Condor, the spam reaching end users is close to zero, and Red Condor is blocking between 2.5 and 3.0 million spam messages per month.

"The Red Condor appliance has reduced spam to a 'non-issue' level and greatly reduced the time needed to manage a filtering product," commented Stokes. "Deployment was fast; the appliance has performed as promised with very high block rates with few false positives, and with the integrated disaster recovery and backup capabilities, we are much more at ease with our email security. We have also been impressed with the customer support team at Red Condor, which facilitated a quick transition to the MAG2700 and continues to be very responsive to our needs."

## 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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