

Red Condor Helps ISP Battle Email Threats

More than 25,000 households and businesses in North West Minnesota rely upon Arvig Communication Systems for voice, video, and Internet services. Arvig, like many Internet Service Providers, has seen the threat of spam and other email-based threats continue to grow and evolve. To battle these threats and protect its customers' and employees' email in-boxes, the company had deployed a popular hosted anti-spam solution.

Escalating Spam Overwhelms Helpdesk

Unfortunately, more than 20 percent of the spam directed at Arvig's mail servers was still getting through to its customers' email in-boxes. With the growth of email as a preferred communications tool, hundreds of thousands of email messages, the majority of which were spam, poured into Arvig's mail servers and email boxes every day. The volumes of spam and related computer issues triggered numerous calls each day into Arvig's helpdesk. The company's IT staff soon became overburdened with spam-related helpdesk requests and managing user inboxes and an underperforming email security solution.

The ineffective filtering capabilities of its anti-spam solution, combined with the difficulty in managing the new technology forced Arvig to search for a new email security solution. Critical to Arvig were three key requirements. First, the solution needed to be user friendly; second, economical; and finally, the solution needed to be more effective and consistent when it came to blocking spam. After evaluating several email security solutions, Arvig selected Red Condor's Message Assurance Gateway (MAG) 4000 network security appliance.

Red Condor MAG Appliance: The Right Solution

"With our previous solution, we were inundated with calls related to spam," said John Ketelhut, Internet Support Services Supervisor at Arvig Communication System. "During our evaluation process, we quickly validated Red Condor's reputation as a reliable spam filter. In addition to being the best choice economically, Red Condor's customer support team was also very informative and helpful, allowing us to demo the appliance on-site prior to installation. It wasn't long into the demo before we knew the MAG4000 was going to be right solution to protect our customers."

Red Condor's top-of-the-line MAG4000 filters all inbound email traffic, blocking spam, viruses, spyware, phishing schemes and other potentially harmful content and eliminating threats before they reach Arvig' mail server. The MAG4000 is capable of filtering large amounts of email and



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***-John Ketelhut,
Internet Support Services Supervisor
Arvig Communications Systems***

About Arvig Communications Systems

Arvig Communication Systems/ACS is an employee-owned, multi-service communications provider. The company offers bundled voice, video, and Internet products and services to more than 25,000 customers throughout North West Minnesota.



has the capacity to easily monitor more than 20,000 email boxes. As a value-added precaution, the appliance can also filter all outgoing email to prevent a virus-infected PC from sending out spam, as well as stop intentional or accidental data leaks.

Red Condor's appliances feature the company's proprietary Vx Technology™, which provides Arvig with full-time redundant, fail-safe back-up in the event of an overwhelming network attack, power failure or other problem. Red Condor's Vx Technology is a proprietary technology, providing Arvig with the peace of mind that other solutions do not offer. The best-in-class resiliency offers on-demand cloud computing resources that provide a backstop for Arvig's onsite MAG appliance. In the event that the local appliance processing capability is overwhelmed, Red Condor's cloud-based computing resources are brought online instantly to insure the email continues to get filtered without impact to service. Vx Technology also offers a full backup service in the case of a complete loss of internet connectivity to the local appliance, storing inbound emails for up to 96 hours or until the server is back online.

Red Condor's solution provides Arvig's administrators with real-time tracking and analysis of evolving email threats and ensures that security filters are always up to date. Arvig's customers and staff also have access to a Personal Dashboard, which allows them to manage their own spam polices and review emails that may have been quarantined. The appliances multiple signature-based anti-virus engines and its zero hour virus defenses provide Arvig with the proper information to respond quickly to problems, ensuring optimal and reliable email security for all of Arvig's end-users.

Red Condor Boosts Spam Block Rates to 99 Percent

Since switching to Red Condor's appliance, Arvig has experienced spam block rates as high as 99 percent. As a result, the volume of calls about spam from customer has also decreased, which has allowed Arvig's IT department to focus more time on other IT and security projects.

"Red Condor filters better, and its spam digest and user interface have been really helpful to our department and customers," said Ketelhut. "The solution is much easier to use and manage for our IT staff, as well as our customers, who worry much less about spam. Red Condor is an exceptional performing spam filter, and it has allowed us to make tremendous strides in eliminating email-related customer concerns."

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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