

Red Condor More Effective than Postini & Barracuda Combined

As the Geneseo Telephone Company expanded its services and upgraded its technology, it wrestled with the problems associated with spam email. The volume of spam email was exponentially increasing as Geneseo continued to add customers that use email as a critical communications tool. Millions of messages were being processed every day with over 98% being spam or virus infected email. The company needed an email security solution that could handle a high volume of email as well as filtering functions to remove viruses and prevent spam from filling up their clients' email in-boxes.

Wrestling with inadequate security

Postini was implemented as its first email security solution. However, with Postini, only 85% of the spam emails were being removed. Geneseo's IT department, which consists of a small staff of 4 full-time workers, spent nearly half of its work week managing the millions of emails that hit the company's servers. They also responded to hundreds of calls received each week from customers complaining about the spam and viruses that were attacking their personal and business computers. Postini's inadequacy of blocking the crippling emails and rising costs of management led the company to Barracuda's spam filtering appliances. The Barracuda devices were added as a second layer of filtering, after the Postini filtering had already taken place. For a time, this was an effective solution to the mountains of spam and virus infected email their servers processed every day.

After a year, Geneseo found that while it was adequate for blocking spam, the solution was becoming too expensive to maintain. Postini still charged Geneseo monthly for each email account and Barracuda significantly raised its annual fees for support. More and more time was being spent by the IT staff just to maintain users. In addition, customer complaints to the IT department continued as customers increasingly experienced problems with spam email, viruses and black hole lists.

Key to Geneseo's customer service, and its company success as a whole, is its hands-on approach. If issues can not be rectified over the phone, technicians are then dispatched to customer's homes or businesses to fix the issue. This can be a considerable cost to the company if things are not working well.

Finding a better solution

With so many calls, finding an affordable and effective email security solution was critical to its operations. Geneseo sought a solution that could meet the following key requirements:

- Manage multiple domains
- Be easily administered by staff with different skill levels
- Allow end users to view their own spam mail and manage personal white and black lists
- Transparent enough to sit in line without being noticed



"The factors that influenced us to go with the Red Condor solution were its ability to keep spam and viruses out of our network while also being the most cost effective solution on the market."

***-Dino Milani,
Senior Network Technician
Geneseo Telephone Company***

About Geneseo

Each one of Geneseo Telephone Company's more than 15,000 customers rely on Geneseo's dedication to providing the best combination of leading technology with hometown customer service. In fact, Geneseo has a very unique history of doing just that. The 103-year-old company is one of a handful of independent telephone companies still in existence and was the first in Illinois to provide 9-1-1 emergency dialing services. A long way from its humble beginning, the company provides its customers with a variety of digital products and services, including an advanced fiber optic service network, digital switching for telephony products, high-speed Internet access with complete ISP services, and satellite television services.

Red Condor: A Better Solution

	Before	After
Spam Block Rate	85%	99%
Hours managing spam	80/week	3/week

- Superior in its ability to reduce and/or eliminate spam and email viruses
- Filter outbound as well as inbound email from their multiple domains
- Cost effective

Geneseo decided to test Red Condor's solution and after three months, they were so impressed that they decided to deploy it. Red Condor's MAG appliances feature the company's proprietary Vx Technology™, which provides Geneseo with full-time redundant, automatic fail-safe back-up in the event of an overwhelming attack, network situation, power failure, or other problem. The back-up service transfers email protection from the local MAG appliance to Red Condor's hosted platform until the problem with that local appliance is resolved. Also, their customers' inbound email is stored for up to 96 hours or until the local server is back online.

"Since deploying Red Condor, we have been very pleased with the level of effectiveness it provides our customers, and it complements the other systems we have in place very well," stated Dino Milani, Senior Network Technician at Geneseo Communications, Inc. "We really like Red Condor's web interface and found it easier to use than many others we have tried. The factors that influenced us to go with the Red Condor solution were its ability to keep spam and viruses out of our network while also being the most cost effective solution on the market."

Red Condor's MAG4000 appliance is capable of handling large amounts of email boxes and is scalable to hundred of thousand of mailboxes. The MAG4000 filters inbound emails to block spam, viruses, spyware, phishing schemes and other potentially harmful content, eliminating threats before it reaches Geneseo's mail server. The appliance also filters all outgoing email to prevent a virus-infected PC from sending out spam.

Results to brag about

Since installing Red Condor's appliance, Geneseo has been able to lower their operating costs by reducing the number of customer service calls and the number of work hours needed to administer the solution. Now just one staff member is needed a few hours each week for administration instead of four staff for nearly half of their work week.

On an average day, more than 1 million filtered emails are reaching Geneseo's customers email inboxes. Red Condor's system is daily blocking more than 1.5 million messages containing spam, viruses and other malicious content from hitting the email server and customer in-boxes at a better than 99% block rate. Customers also regularly receive a list of emails that have been quarantined to ensure that important emails do not get lost.

"We pride ourselves on having a very clean network; something that is not extremely common on a network with public users," added Milani. "Red Condor has allowed us to reduce our customer service calls to almost a non-existent level, and I can count the number of viruses we've had to deal with one hand. It has drastically allowed us to improve our level of customer service, reduce service time, and reduce operational costs and we are passing those savings on to our customers."

About Red Condor

Red Condor is revolutionizing spam fighting technology. Red Condor's highly accurate Email DNA™ filter, hybrid architecture Vx Technology™, and fully managed appliances lead to a dramatic reduction in the cost of owning a premium spam filter. With solutions for small business, as well as ISPs with millions of email inboxes, Red Condor has a cost effective, time saving solution that is rapidly gaining market share. The system's design has built-in zero tolerance for lost email, and a near zero false-positive rate while achieving long-term spam block rates greater than 99%. This next generation technology is backed by a 24x7 customer care center staffed by email security experts at Red Condor's headquarters.



Red Condor's Security Operations Center

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