

Red Condor Wins Head-to-Head Battle Over Barracuda for this ISP

To protect its users, Hancock Rural Telephone Corporation's IT department developed a homegrown email security and filtering solution consisting of a Linux base, combined with SpamAssassin and Clam Antivirus. The hodgepodge solution required ongoing maintenance and would regularly block only a quarter to half of the spam.

"Our customers certainly complained about flooded email boxes. Unfortunately, despite our ongoing attempts to optimize our solution, the filtering processes would fail. We could not keep up with the spammers. Honestly and unfortunately, our customer got used to dealing with the problem," said Ross Ferson, Network Operations Access Supervisor for Hancock Telecom.

With a commitment to continue to roll out new products and services and email management simply taking up too much of the IT department's time, Hancock decided to search for a new email security solution. The company identified several core requirements, which included price, ease of management, end-user spam management, functionality and the flexibility and scalability to grow with the organization.

Homegrown Email Security Fails to Filter Spam

Hancock evaluated two solutions to replace its homegrown email security; an appliance by Barracuda and an appliance by Red Condor.

"Red Condor allowed us to demo its Message Assurance Gateway (MAG) network appliance, and after we saw what it could do and how effective it was, we did not need to see anything else," commented Ferson. "Once it was installed, it worked. And since that demo, we have installed a total of three Red Condor appliances, one on site and two at remote locations."

The MAG appliance eliminates spam, and protects against viruses, spyware, phishing schemes, identity theft, and other dangerous or undesirable content. The appliance also provides effortless control, which means Hancock's IT department does not need to do any fine tuning, database adjustments or manage end-user spam accounts.

"We were spending three to four hours a week tweaking our homegrown solution, and since installing Red Condor, I can't think of the last time we had to fix or manage something related to spam. The fully managed MAG appliance has given back our department nearly two days a month to focus on other projects," added Ferson.

Individual users now have the capabilities to manage their own white and black lists, whereas in the past Hancock would have to direct people to special junk folders, search for messages that were falsely filtered out, and dedicate two



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***- Ross Ferson,
Network Operations Access Supervisor
Hancock Telecom***

About Hancock Telecom

Hancock Telecom is delivering cutting-edge communication services to more than 12,000 customers across Central Indiana. Hancock offers broadband wireless access and was the first company in Indiana to deliver Fiber to the Home. In 2007, Hancock was recognized by the online industry trade magazine, FiercelPTV, as a leader in the advancement and deployment of IPTV.

While more customers continue to turn to Hancock for new high-tech communications services, the majority continue to rely on the service provider for basic DSL Internet access and email. The company currently manages more than 8,000 customer email accounts, as well as over 100 corporate email boxes.

The Hancock Telecom logo features the company name in a serif font, with a blue swoosh underline that tapers to the right.

full-time people to managing spam. The MAG-series appliance leverages the shared resources of the Red Condor Security Operations Center to provide ongoing real-time updates to the filtering rules and embedded software. As a result, once the system is up and running, it is automatically kept up-to-date by Red Condor so that customers always have the latest protection against email threats, viruses, and network hacking attacks.

Red Condor MAG appliance delivers better than 99% spam block rate

The MAG appliance has allowed Hancock IT staff to dedicate resources in other directions, including launching new products and services. In addition, the solution provider noted that just before deploying Red Condor's system, roughly 76 percent of all email was blocked for one reason or another. Today, the MAG appliance accurately blocks better than 99 percent of all spam, along with an incredibly low false positive rate.

Ferson remarked that once the MAG is up and running, you don't even think about it, which is probably the best compliment he can give.

"I rarely see spam make it to our inboxes, and if it does, Red Condor is quick to make any adjustments to the hands-off monitoring. The systems work, and our customers that used to just live with the annoyance of spam, have also noticed. When we rolled out MAG, customers would email us saying, 'I don't know what you've done, but thank you.' Honestly, the only time we think about the Red Condor appliance is when Red Condor sends us an email or calls us when customer support recognizes that something may be wrong with our system. The combination of extremely effective, yet invisible solutions with very accessible support made Red Condor the right partner for Hancock and 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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