

## CASE HISTORY: Anti-SPAM – Manufacturing

### Client Profile:

- Central Oklahoma high-tech manufacturing facility, 35 users, Small Business Server 2003, Windows XP client workstations
- 2 Servers, 30 workstations, wireless user and guest networks, Sonicwall firewall, Trend Micro anti-SPAM and anti-virus

### Managed Services Objectives:

- Ensure maximum uptime for email due to the client's international business environment which includes Asia and Europe
- Minimize SPAM and email-borne risks to the business
- Provide transparent anti-SPAM and anti-virus to local and travelling workstations

### Managed Services Results:

- **Exchange Performance improved** – Due to the exceptional amount of SPAM this client was receiving (over 70% of total mail volume was originally estimated) the client's mail server was heavily burdened and their email was unacceptably slow. DVITS implemented Trend Micro's Interscan Messaging Security Hosted solution with the result that server processor load was reduced more than 50% due to the off-load of anti-SPAM processing to offsite.
- **Reduced threat to information** – The hosted security services have on average allowed only 10% of total mail volume through to this client to process...in other words 90% of mail has been filtered out as SPAM or infected mail. With a false positive (error) rate of less than 0.001% to date, mail processing has been extraordinarily accurate.

