



Rainbow Technologies Saves 20 IT Hours, Weekly

Upgrading to Commtouch Anti-Spam from previously installed content filter, saved Rainbow technology over 20 precious IT hours, weekly.

Rainbow Technologies a leading provider of proven information security solutions for mission-critical data and applications used in business, organization and government computing environments, has been breaking the security paradigm by making complex security simple to implement and use for more than two decades.

The Problem

In 2002, reeling under the growing burden of Spam, Rainbow Technologies decided to convert their email content filtering engine, Mail Marshal, to spam filtering: "Incoming spam, consisting of undesirable content, made it imperative to find a quick solution: as the *content* was what disturbed us, it made sense to convert our content filter to a spam fighter." said Robert Townsend, Rainbow Technologies' Manager of Messaging Services. Indeed it worked for a while: although some spam came through, the problem seemed to be mostly solved.

A year later, filtering spam no longer even resembled filtering content:

"When content filtering is employed to enforce corporate policy e.g. preventing sexually explicit language, this filter list is finite and the administrator has less and less work as the filters are set to fit corporate the policies.

"When content filtering is employed against spam, it is a completely different ball game. The content of the spam changes — constantly. So, instead of reducing the administration, as we climbed the learning curve, we found there was even more work — adding new keywords and configuring rules. **Soon we realized that we were investing +20-25 IT hours a week in updating the filters.**

"After all the increased effort and expense, not only had we not improved the level of satisfaction of our employees, it got worse: more spam came in and the filtering lists grew incessantly. We started experiencing more false positives; every now and again an angry user, usually an executive, would call the IT department in search of a lost email: this caused the IT staff increasing frustration as well as extra work. This also added to a perception that all missing or delayed email messages were caught in the inbound filters. Thus our users were calling more and more frequently. It was a vicious cycle with no end in sight."

The Solution:

"We decided to go for a dedicated anti-spam product, evaluated the options, and then chose Commtouch. It was like waving a magic wand — the problem was solved. Spam rarely ever reaches the inbox, and the IT staff hardly have to lift a finger!"

And the content filter itself...? Robert Townsend adds:

"Back to its original use: maintaining our corporate policy and the integrity of internal and external communication. Getting Commtouch's solution inside, didn't mean we threw away the investment in the content filter — it just helped us to utilize it better; freeing it from the chore of anti-spam detection, a task on which it couldn't deliver anyway."