



Business Layers leave spam behind

Business Layers (www.businesslayers.com) is a leading provider of provisioning solutions, the cornerstone of security and identity management implementations. IT Director, James Bopp, describes Business Layer's experience with Commtouch Anti-Spam Solution:

Background

"We have used Commtouch Anti-Spam since April. Before then, some users were utilizing the junk mail filter built into Outlook. The Outlook filter is a typical blacklist type filter; once you manually build the blacklist, it can only block the spam from semi-reputable sources, like advertisements from Amazon.com or Classmates.com – senders that aren't trying to hide. Commtouch automatically blocks these messages as well as the totally bogus "low-rate mortgage\penis enlargement\cable descrambler\Canadian pharmacy" stuff that uses a different sending address each time.

Commtouch Implementation

"Commtouch catches nearly all the spam, and hasn't required IT to do any administration at all since the installation. It worked out of the box, and well enough that I have not had a single request for additional functionality. With regard to false positives, this was my biggest reservation about installing a spam filter. I figured that most users would rather get all their mail and the spam rather than potentially blocking an important message. Since Commtouch "sorts" the spam rather than "blocks" it (unless you want it blocked), no one feels like they are going to miss anything. Many of our users are signed up for various technical and industry mail lists, and some of these messages were initially flagged as spam. Once these senders were added to the individual user's white-list (which they do on their own – no IT involvement), it gets delivered without any problem. My personal experience is that it is more likely to block a message from someone's personal email account with their ISP or yahoo, than from a business account. I don't think it has ever flagged a message from a business contact as spam.

"I'd definitely recommend Commtouch, particularly if you have a largely mobile user population. 90% of our users on the road at least part of the time, and this stops them from downloading all the garbage over a dial-up connection while they are traveling. It also made a giant improvement in the lives of our Blackberry users, since synch'ing and then manually deleting 250 spam messages on the little Blackberry screen takes about a week..."