



Spam Down from 60% of Email to 1 or 2 Messages per Month for Drexel University

Preparing People to Live in a Technological World

Drexel University, located in Philadelphia, Pennsylvania, is home to nearly 15,000 undergrad and graduate students. The university was founded in 1891, and offers a variety of degrees up through the doctoral level. Technology plays a large role in the lives of Drexel students, and the University is dedicated to teaching and learning about information and the way it is used and managed in careers and everyday lives. As one of the only universities in the nation to offer degrees in the area of Information Science and Technology, Drexel incorporates the highest quality technologies into its state-of-the-art facilities and technology focused programs.

A Painful Education on the Inefficiencies of Spam

Email plays a major role in the lives of Drexel University students, faculty, and administration. John McNamara, Systems Administrator for the College of Information Science and Technology, affirms that email is absolutely crucial for his users, that it is “the lifeblood of communications within the university.” Students and faculty use email as their main means of contacting each other. It therefore became a huge problem for users when University email accounts began to fill-up with spam. McNamara has seen this problem grow over the past few years to a point where it was almost unbearable. “About 60% of all incoming email was spam,” he explained. To provide information and resources to current and prospective students, Drexel posts a number of faculty and administration email addresses in online directories. The owners of these public addresses were hit particularly hard by spammer attacks. Faculty members, students, and the administration spent hours every week sorting through a sea of junk mail to find their “real” messages. The IT department could no longer manage the problem, deal with the virus vulnerability posed by the spam attacks, or field the massive quantity of questions and complaints from users. It was obvious that Drexel’s current heuristics-based anti-spam solution just wasn’t cutting it anymore. “Everyone badly wanted a new solution,” reflected John McNamara.

Protecting the Lifeblood of University Communications

Drexel University was introduced to the Commtouch Anti-Spam Gateway by Syscom Technologies, an IT consulting services firm. Syscom suggested the Commtouch Gateway because it is both compatible with Drexel’s college-wide Domino email platform, and does not block based on RBLs (Real-time Black Lists) like many other solutions do. Many of the students and professors at Drexel use Yahoo and Hotmail accounts which are commonly blocked by an anti-spam solution that references RBLs. John McNamara of Drexel knew the university’s choices were somewhat slim because many anti-spam solutions aren’t fully compatible with Lotus Notes. So McNamara decided to try the 30 Day Free evaluation of the Commtouch Gateway. McNamara said, “It was up and running on Tuesday. By Friday the



Dean was so thrilled with the results he gave us the budget and go-ahead to purchase the Commtouch solution. It worked so well, we didn't even need to test any other solutions!"

Drexel University Quickly "Learned" to Trust Commtouch

Drexel University has seen a night and day difference since introducing the Commtouch Anti-spam Gateway to its users. John McNamara reflects, "Within days of installation I realized, WOW!, my spam problem is solved!" Drexel had been particularly focused on finding an anti-spam solution that would be effective, accurate, and easy for the IT department to maintain. "Our users are down to only one or two spam messages per month, and I no longer spend any time at all dealing with spam!" says McNamara. In addition to the high detection rate and low false positive rate that Drexel users are enjoying, the IT department is thankful for the flexibility of the group management features. "Because we are a University, we have different users with very different needs and requirements. With the Commtouch Gateway I was able to group users and provide different functionalities and settings for each of the groups," explains McNamara. "Setting up new users with service is as simple as adding them to one of the pre-defined groups." So, what is Drexel's favorite thing about the Commtouch Anti-spam Gateway – that the great results users are enjoying now will maintain for years to come. Commtouch's RPD™ technology is what really sold me on this solution," reflects McNamara. "Whereas spammers continue to outsmart content-based solutions, RPD™ looks at the one unchangeable characteristic of spam, and therefore lasts the test of time."

Commtouch Enterprise Anti-Spam Solution

The Commtouch Enterprise Solution Version 4.0 is an on-premises software solution supporting any email platform and is risk-free to the mail flow. Unique features include:

- RPD™, the only technology that detects new spam outbreaks in real-time, immediately as they are distributed and before they reach the customer's network.
- Commtouch Detection Center – non-invasively analyzes over 30 million emails daily
- Deployment in less than 30 minutes, coupled with top level IT flexibility
- Effortless, fully automated operation: Once set – no further IT involvement is needed
- Full user control, without user installation



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