



*"People actually got up from their desks, walked over to IT, and thanked us personally for solving the spam problem."*

- Frank Gullotti, Director of Information Technology

## Spam-related Support Calls Drop to Virtually Zero at Emptoris



### The Challenge: Spam overwhelms users and IT with support calls

Emptoris Inc. is a leading supply and contract management software provider, but this global enterprise was also the target of unbearable amounts of spam. The Symantec solution they had been using had very poor detection, and spam was littering users' inboxes. Even worse, the client software required users to jump through hoops to review and release false positives.

"The spam solution was worse than the spam itself," recalls IT Services Director, Frank Gullotti. "30% of support tickets were related to spam. IT, end-users, everyone was suffering."

The company sought a solution capable of solving the spam problem without draining the resources of IT and end users.

### The Solution: Automated anti-spam solution with top detection rates and seamless integration

The spam problem required immediate attention when Gullotti took over the reins of IT operations at Emptoris.

"I had worked with a previous version of the Commtouch Gateway, so I knew from experience that Commtouch was the best solution," Gullotti said.

The choice was clear and the installation went smoothly, requiring very little IT resources to install and maintain. The solution makes everybody happy; IT has dramatically reduced the amount of spam-related support tickets, and users have been relieved of the nuisance and threat of unsolicited emails.

### The Serious Spam Solution

Today's enterprises face spam rates of 50% and higher – a serious threat to IT resources and overall company productivity. In the past, a mediocre anti-spam solution may have been good enough, but now small and medium sized organizations are realizing it is time to get serious. The RPD technology has a long track record of consistently high detection rates for all types of spam, including the latest spam tricks.

Gullotti concluded: "Many vendors are trying to fight spam, Commtouch is winning."

### Organization

Emptoris, Inc. is the world leader in supply management and contract management software that enables companies to realize best value and accelerate profitable growth. Emptoris offers a complete procurement software solution for spend analysis, strategic sourcing, contract management, compliance, supplier performance, and program management that can be deployed behind a corporate firewall or via a software-as-a-service model.

Emptoris has over 400 email users in locations around the globe.

### Core Benefits

**Increased Productivity** – employees can focus on their business, rather than struggle with a cumbersome anti-spam solution.

**Increased Security** – fewer malicious email messages penetrate to the users' desktops

**Reduced IT Overhead** – Fewer IT support calls regarding spam overload; less email storage space necessary.

### Third Party Solutions Supported

- Microsoft Exchange 2003
- Outlook 2003/2007

### Commtouch

Commtouch Software Ltd. (NASDAQ: CTCH) is a global developer and provider of proprietary anti-spam, Zero-Hour virus protection and IP Reputation solutions. Using core technologies including RPD (Recurrent Pattern Detection™), the Commtouch Detection Center analyzes billions of email messages per month to identify new spam and malware outbreaks within minutes of their introduction into the Internet.