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Eliminating Spam Eases Storage Problem at North Island CU

The Challenge: Spam Volume Overwhelms Server and Storage System

With global spam levels at more than 85% of all email, spam is a major problem for organizations such as North Island Credit Union, which has more than 500 email users spread over 17 locations.

To fight spam, the Credit Union IT team was relying on the content management feature of its email antivirus software to block certain keywords and types of email attachments. This was a small aspect of the solution and required significant administration for both message blocking and storing messages that made it through.

It quickly became apparent that using a minor feature to solve a major problem was not effective. That's when the IT team decided to find a full-blown, enterprise anti-spam solution to deal with the increasing amount of spam – Commtouch Enterprise Anti-Spam Gateway.

The Solution: Near-perfect Spam Detection and Flexible User Control

Before Commtouch Enterprise Anti-Spam Gateway, the North Island email system was not equipped to handle copious amounts of spam, especially in terms of storage. Commtouch Gateway resolved this problem.

"With [Commtouch Enterprise Anti-spam] Gateway, we have effectively curtailed spam, eliminating the storage burden on our Exchange server," says Russell Manaois, Network Security Administrator, North Island Credit Union. "The Commtouch Gateway has provided a low-maintenance, anti-spam solution for our email system."

NICU also benefits from Commtouch's Zero-Hour Anti-Virus protection; it provides immediate and accurate, proactive virus blocking, identifying and stopping outbreaks as they appear.

Administrators at NICU appreciate *all* features of Commtouch's Gateway solution, from its comprehensive spam fighting to its user control system. "The quarantine reports allow our users to realize their role in the fight against spam, taking much of the burden off email administrators," adds Manaois.

Now, the North Island Credit Union's network administrators are devoting more time to ensuring the storage of critical information, like customer accounts, instead of crass information, such as inappropriate advertisements.



Organization

North Island Credit Union, established in 1940, is one of the largest financial institutions in San Diego. More than 500 email users are spread over 17 branch locations in San Diego and Riverside counties.

Core Benefits

Reduced Network Overload – storage space required for email decreases significantly

Greater Productivity – IT employees can focus on managing the network, not manually preventing spam

Increased Awareness – daily quarantine reports ensure all users remain vigilant

Increased Security – Version 5.0 has blocked dozens of viruses that otherwise would have been missed

Third Party Solutions Supported

- Microsoft Exchange 2003
- TrendMicro InterScan Messaging Security Suite

Commtouch

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