



98% Detection the very First Day for Contractor William A. Hazel

Busy Mondays because of Spam

William A. Hazel, a Total Site Development Company that operates in Northern Virginia, was faced with a problem: employees were receiving hundreds of spam messages per day and their daily workload was suffering as a result! The 2800 person firm works with premier builders and developers throughout Virginia, and prides itself with providing superior customer service and satisfaction, a goal that is reached when their customers are able to operate their own projects at a profit. This goal was hard to reach with 125 hours per week being dedicated to the spam problem by the IT department and employees all together!

Global Technology Services (GTS), a Virginia IT services company, had been working with William A. Hazel for a number of months as their outsourced technical service provider. GTS recommended that William A. Hazel take a closer look at their spam problem and strongly consider implementing an aggressive solution. Mike Lamb, Global Technology Services Vice President said, "William A. Hazel had a spam problem that was escalating out of control. IT managers feared that someone would unintentionally open an infected spam message and spread a virus throughout the network." Basil Hudson, the President of Global Technology Services, added "William A. Hazel had no Anti-Spam solution in place, having disabled a solution that was blocking only half of the incoming spam, and as many as 200 hundred spam messages were hitting some user's inboxes every day. Monday mornings were totally dedicated to cleaning out email and deleting spam. There weren't enough hours in the day to get work done!"

Users down to 1 or 2 spam messages per day from hundreds

William A. Hazel knew they had a serious problem, and they wanted to find a solution that not only would block nearly all of their spam and be cost effective, but would need little maintenance and be easy for employees to use. Global Technology Services knew they had a solution that would meet all of William A. Hazel's requirements: the Commtouch Anti-spam Gateway. At GTS's suggestion, William A. Hazel took advantage of the free 30 day Commtouch Gateway evaluation. Ken Holsopple, a Senior Network Administrator for William A. Hazel said, "We tried it for 30 days, but were sold on it after about three! Installation was really quick and easy with some help from Global Technology Services, and we were thrilled to see spam-block rates of 98% the very first day. Some users went from receiving 200 or 300 spam messages per day to 1 or 2." After installation, the IT department started getting calls about spam, but this time employees weren't voicing their complaints. "This solution gets nothing but praise from all of our users. Everyone around here is calling me a hero for stopping the spam problem! I now have time to focus on issues other than spam, so I give the Commtouch Gateway my seal of approval!" Holsopple commented.

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