

## Red Condor Hosted Gateway Service

Managed Service is the Answer for Email Security in K-12 Education

Dan Exelby is the coordinator of IT services for the Sonoma County Office of Education (SCOE). It's a big job in K-12 education. Dan provides IT support services to 43 autonomous districts that educate more than 70,000 students in 177 schools in California.

Like any IT manager, Dan doesn't want spam. And in a department of only two people covering vast needs, he doesn't have time to fight the battle himself. That's why he turned to the Red Condor Message Assurance Gateway™ hosted solution. With no software or hardware to install, hosted service stops spam and viruses for Dan without the work and maintenance needed with an appliance. Red Condor gives Dan the best economics, flexibility, and results.

### Like an ISP

Dan operates more like an ISP than an IT manager for his internal clients. His team provides wide area network, firewall, DNS, web and email services to the districts that want them, and that pay for them on an a la carte basis. Today that includes more than 30 of the 43 districts. Each has their own email domain, and together they represent more than 3,500 email boxes.

### Email is Mission Critical

SCOE email is used exclusively by faculty and staff, and reliable service is expected. "It has become a mission critical resource for educators," Dan said. "When it's down, we hear about it!"

But spam began impacting productivity and straining their email server. SCOE began with a different hosted filtering service, but discontinued it because of rising costs. Their email went unfiltered for several years. Not long after installing a CommuniGate Pro IMQP-4 compliant

email server, image-based spam became a problem. It wasn't being stopped by their current provider, so they sought out Red Condor.

### Customized Service

Dan first implemented Red Condor service for SCOE's own 500 email boxes, then began providing it to districts upon request.

"Red Condor really worked with my consultant to fine-tune rules on the server so that only the domains paying for filtering got it," he said

By spring of 2007, only 5% of their mailboxes were not being protected by Red Condor. These unprotected mailboxes accounted for three quarters of the total email traffic on their network which was – predominantly spam. This caused a drain on the email server and on SCOE resources. "We decided if they were going to continue to use our email, they would have to buy Red Condor. It was all or nothing," Dan said.

### Technology and More

Red Condor's Hosted Gateway gives SCOE a strong perimeter defense in email security with:

- "Hands Free" ease of use – no modifications to existing servers or client software
- A dynamic architecture that blocks cyber-attacks at the perimeter of the network
- Front-line protection against DoS attacks and directory harvest attacks
- Email disaster recovery and a 24-hour technical support team of email experts
- Robust management and reporting tools from a simple web interface



### NETWORK CHALLENGE

Providing a cost-effective spam-filtering solution to SCOE's districts with a high degree of protection and low false positives, while preventing spam campaigns from overloading their one email server.

### RED CONDOR SOLUTION

The Red Condor Message Assurance Gateway™ hosted solution blocks malicious email before it reaches the customer network. It provides simultaneous inbound and outbound security. It removes the burden of email-borne DoS (denial of service) and DHA (directory harvest attacks) on the email server and network connection. And it's a fully managed, network-resilient system with integrated emergency spooling of inbound email.

### RESULTS COUNT

The Sonoma County Office of Education is providing cost-effective spam filtering to more than 30 district domains with 3,500 email boxes with filter accuracy at better than 98.9%.

*"Before this change, our email server was really buckling under the load of spam," said Dan Exelby, coordinator of IT services for SCOE. "We needed to extend the life of that box, rather than throwing more horsepower at the problem. Now, nearly 90% of our emails are stopped by Red Condor before they cross our firewall. It would be a big drain on our network if they weren't stopped."*

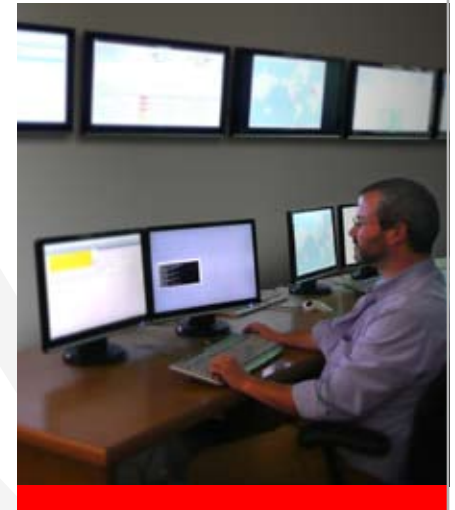


## About the Sonoma County Office of Education

As one of 58 county offices of education in California, SCOE is an educational service agency and strategic partner to the 43 school districts in Sonoma County and their 177 individual schools. SCOE supports local districts so that all students receive the best possible education.

## About Red Condor

Red Condor is a managed service provider of highly resilient email security systems. Red Condor's email security eliminates spam, viruses, spyware, phishing schemes and other offensive content, with perimeter defense against denial-of-service and directory harvest attacks. Red Condor leverages up-to-the-minute security threat information from its worldwide sensor network, and then applies defensive measures in real time to protect the company's client base. Red Condor's revolutionary Vx Technology provides network-based load sharing and fail-over capabilities for customer appliances. Its unique technology blocks spam and malicious email with near 100% accuracy, so users can be confident in secure and reliable email delivery. Red Condor's products and services are backed by a 24x7 customer care center at its headquarters that is staffed by email security experts.



*Red Condor's Security Operations Center*

### **RedCondor**

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