

## Red Condor Message Assurance Gateway™

Resilient Protection Lightens the Load for IT Department.  
We Protect the Network, No Matter Where Students Go!

As IT manager at Georgia Southern University (GSU) in Statesboro, Ga., Jackie Robbins keeps busy managing a network with 25,000 student and faculty email boxes. But she was spending too much time – up to two hours a day – writing new rules to stop spam.

Jackie installed an appliance-based spam filter when daily email volume reached 50,000. But when it topped 120,000 daily emails, with 82% of that spam, she was in trouble. (It's now at a half-million emails daily!). She needed an entirely new approach.

Her answer, after reviewing six anti-spam, anti-virus products, was the Red Condor Message Assurance

Gateway™. It offered more power and built in resiliency. And because no filter tuning was required, it meant more protection for her network and less administration time dealing with spam.

### Students are Spam Targets

"Students just go everywhere on the Internet and give up their information to win things or connect with people online," she said. "They're an easy target."

In addition to visiting high-risk websites, students get bombarded by advertising pitches, phishing schemes and chain-type letters. Spammers and hackers can attach spyware to their emails, which can quickly circulate through campus email. Or worse, viruses can spread and bring the email network down.

At one point, a spammer hijacked one of their web servers and was using it as a zombie computer to send 50,000 spam

emails a day, which prompted their domain to be blacklisted. They were also a constant target of denial of service (DoS) attacks.

### Education is Mission Critical

Email is more than a convenience for university students. At GSU, students use an enterprise software program from Blackboard to complete class work online. But when an email server goes down for six hours, classes, project deadlines and even exams can be missed.

### Technology and More

Red Condor helped GSU attack spam on four fronts:

- Red Condor's proprietary Vx technology provides efficient load balancing, offsite network backup for the onsite appliance, and up-to-the-minute spam detection and blocking.
- Red Condor instituted outbound email filtering to stop zombie attacks, helping GSU save outbound bandwidth and avoid reputation risk or even blacklisting.
- Red Condor's appliance-based Message Assurance Gateway™ gives GSU peace of mind because they control their own infrastructure onsite.
- Red Condor's 24x7 help desk, staffed by email professionals, provides critical support to GSU's IT help desk.

Jackie said a critical benefit was Red Condor's customer support. According to Jackie, "The phenomenal support we have received has been a high point so far in our Red Condor experience. We have a complicated email setup. Instead of trying to change our operations to fit Red Condor, the RCI team worked to fit our operations and shifted work load onto themselves to get us up and running."

*"I used to spend up to two hours a day fighting spam. Now, I can focus on other parts of my job," said Jackie Robbins, IT Manager at Georgia Southern University.*



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### NETWORK CHALLENGE

Preventing spam from shutting down email servers on a network with a highly active user base, reducing time spent battling spam, fighting denial of service attacks, and screening outbound email to isolate and block zombie attacks. Most important, making sure legitimate email is delivered without delay.

### RED CONDOR SOLUTION

The Red Condor Message Assurance Gateway™ 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

Georgia Southern University's IT department no longer spends hours each day fighting spam.

Number of Mailboxes:	24,911
Messages delivered by GSU per Month	268,937
Messages blocked by Red Condor per month:	3,025,650
<b>% Blocked or Quarantined:</b>	<b>92%</b>



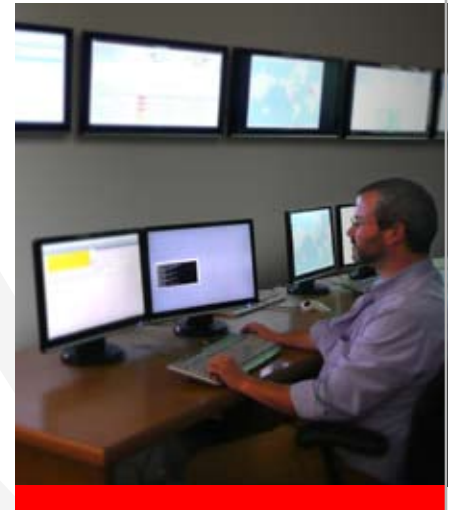
*Georgia Southern University*

## About Georgia Southern University

Georgia Southern is a Carnegie Doctoral-Research university providing the classic residential campus experience. It is Georgia's largest and most comprehensive center of higher education south of Atlanta, with every state and 86 nations represented in the student body. The university's hallmark is student-centered education for undergraduate and graduate students alike.

## 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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