



Case Study City of Denton Profile

ORGANIZATION

City of Denton, Texas

INDUSTRY

City government

EMPLOYEES

1,200

SOLUTION

MX Logic® Email Defense Service

BUSINESS RESULTS

- Blocks spam
- Enables easy-to-manage allow/deny lists
- Provides “bullet-proof” solution
- Offers robust graphical reporting

"IN 2004 WE WERE BOMBARDED BY 20,000 TO 40,000 EMAILS A DAY, AND 80 PERCENT WAS GARBAGE. WE FOUND RELIEF WITH THE MX LOGIC EMAIL DEFENSE SERVICE,



WHICH IS A PRETTY COOL SOLUTION AND NOT VERY EXPENSIVE. IT'S HELPED US A LOT."

– Jim Avery

Senior Network Analyst
City of Denton, Texas

MX Logic® Email Defense Service provides spam relief

CUSTOMER PROFILE

The City of Denton is a dynamic, growing north Texas college town that tops the Golden Triangle formed by itself, Ft. Worth and Dallas. Established in 1857, Denton is the county seat of Denton County and home to two public universities: Texas Woman's University and the University of North Texas, the third largest university in the State of Texas, with a combined enrollment of approximately 40,000 students.

BUSINESS SITUATION

During the past few years, Jim Avery helped to establish a city-wide email network for City of Denton employees. The new Novell network replaced many small autonomous networks. As usage grew, however, so did spam and viruses. To address the problem, Avery implemented an early version of Guinevere, which integrated well with Novell GroupWise, but eventually the magnitude of the problem exceeded the capabilities of anti-spam software. During one weekend, the City experienced an all-time record backlog with 12,000 unprocessed emails that had to be dealt with one at a time. Avery decided it was time to find relief.

After comparing two solutions, Avery chose the MX Logic Email Defense Service and implemented it in June 2004. The basic services he chose then are still protecting City employees and information today. "We always had a pretty good handle on viruses, in part because GroupWise is not very susceptible and additionally because Guinevere scans all incoming emails using our in-house anti-virus application," said Avery. "Spam was a big problem that kept growing over time."

THE MX LOGIC EMAIL DEFENSE SERVICE

Avery chose MX Logic because he believed the company had a better grasp of the spam problem and remedy. The Email Defense Service works at the network perimeter around the clock to identify, quarantine, block and strip suspect email messages before they can enter the messaging infrastructure – based on customer preferences. To get the Email Defense Service up and running, Avery glanced through the user and administrator manuals and set it up in approximately 20 minutes.

Goal	Before MX Logic	After MX Logic	Result
Stop spam	Guinevere software was unable to keep up with the volume of spam	Spam is blocked before it reaches the network	The Email Defense Service has stopped a majority of spam with few false positives. The MX Control Console makes it easy for administrators and users to set policies and manage online threats.





"WE SAW AN IMMEDIATE REDUCTION IN SPAM OF 70-80%...WHEN I SAW THE RESULT, I SAID 'THANK YOU MX LOGIC!'" *Jim Avery, Senior Network Analyst, City of Denton, Texas*

The MX Control ConsoleSM, a Web-based administrative portal and threat management policy platform, supports Avery's hands-off style. He set up basic rules, including blocks for double extensions and executable files. Day to day, however, users manage their quarantined messages and create and maintain allow and deny lists – sometimes with a little coaching from Avery. And while the City of Denton hasn't taken full advantage of the reporting capabilities, data is available on traffic, bandwidth, volume, user activity and events.

THE RESULTS

According to Avery, "We saw an immediate reduction in spam of 70 to 80 percent after the implementation of the Email Defense Service. When I saw the result, I said 'thank you MX Logic!' While we still run Guinevere, we're considering dropping it from the network because the Email Defense Service has more than proved itself."

During the nearly three years that the Email Defense Service has been protecting the City of Denton, Avery has made only two or three calls to MX Logic for technical support. In one case, the problem turned out to be a Web hosting service interface issue that interrupted email delivery. "For our purposes, the Email Defense Service is bulletproof," reported Avery. "I haven't heard any negative comments about it from our users, and it's always a good day when the help desk is quiet."

The Email Defense Service has worked so well that Avery is considering an upgrade to either the MX Critical DefenseSM or MX Ultimate DefenseSM to expand the City's protection against online threats.



ABOUT MX LOGIC

MX Logic is a leading provider of managed email and Web security services that deliver enterprise-grade performance without enterprise-level complexity and cost. Our easy-to-use, award-winning services reduce risk and liability, lower overall IT costs, and increase productivity. MX Logic services are available through our industry-leading partner network. For more information, visit www.mxlogic.com.

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