



# Case Study

## Electronic Systems Services Profile

### ORGANIZATION

Electronic Systems Services

### INDUSTRY

Services Technology – Point-of-Sale

### EMPLOYEES

120 in three locations

### SOLUTION

MX Logic<sup>SM</sup> Email Defense Service

### BUSINESS RESULTS

- Blocks more than 99% of spam
- Stops viruses
- Strips bandwidth-consuming attachments from email
- Enables uninterrupted email

## MX Logic<sup>®</sup> Email Defense Service enables uninterrupted email for seamless 24x7 customer support

### CUSTOMER PROFILE

Electronic Systems Services (ESS: [www.esspos.com](http://www.esspos.com)) is the largest point-of-sale (POS) systems provider to McDonald's and many other large national chains. ESS sells and maintains POS equipment to these national accounts. Some of the largest retail and foodservice manufacturers in the industry partner with ESS, enabling it to be a total solutions provider.

### BUSINESS SITUATION

In 2004, spam represented 75 percent of ESS email. The company depended on Microsoft Outlook to filter spam, but it was not up to the task. Bill Kisse, CEO, commented, "From a desktop perspective, spam isn't a business killer, but we have field service technicians on BlackBerrys. The spam was a considerable inconvenience for them and caused many unnecessary interruptions to their daily routine."

Kisse tried a managed service solution for two weeks but did not want to sign a year-long contract for an unproven product. After speaking with a MX Logic customer service representative about the month-to-month arrangement and ease of setup and use, Kisse chose to implement MX Logic Email Defense Service. At the time, he had no idea that Email Defense Service would not only solve the spam problem but also address other major business issues.

### THE MX LOGIC EMAIL DEFENSE SERVICE

To get the Email Defense Service up and running, Kisse's system administrator spent 20 minutes with an interactive tutorial and talked with the MX Logic support staff. He said, "At that point, we had everything we needed to enable and fine-tune the features for spam and virus." Kisse also turned on the attachments filter to prevent executables



**"THE EMAIL DEFENSE SERVICE SOLVED OUR SEVERE SPAM PROBLEM, AND IT ALSO STOPS VIRUSES AND INAPPROPRIATE ATTACHMENTS."**

– Bill Kisse, CEO,  
Electronic Systems Services

Goal	Before MX Logic	After MX Logic	Result
Stop spam	Microsoft Outlook was ineffective in blocking spam, which eventually became 75% of the company's email	More than 99% of spam is blocked before it reaches the network	The Email Defense Service enables ESS to prevent a "business killer" and it has boosted productivity and reduced frustration
Stop viruses	Viruses caused business disruption and delays.	Viruses do not get through	ESS employees can stay focused on the business at hand, and the company does not incur the costs associated with virus clean-up
Strip attachments from incoming emails	ESS could not set policies to manage attachments and as a result, experienced bandwidth issues	Only approved executables and video files get through. Online reports show who is using what amounts of bandwidth so ESS staff can take appropriate actions	ESS maintains complete oversight and control of its email system





“OUR TOP BENEFIT IS UNINTERRUPTED EMAIL...WE NEVER LOSE CONTACT WITH OUR CUSTOMERS.” *Bill Kisse, CEO, Electronic Systems Services*

and video files from entering the network. Should ESS want to accept an attachment, there's a way to do it that's easy to implement. Kisse said, "The Email Defense Service includes a custom extension. All we have to do is give the sender a special file format. After the .EXE file extension is changed, we receive it immediately. For added security .EXE files with any extension or no extension are scanned for viruses so this is a secure solution."

During one of his conversations with the MX Logic support staff, Kisse learned that multiple profiles can be set up in the Email Defense Service. He commented, "This feature had 'lifesaver' implications for ESS. We host our Microsoft Exchange server in our office and in the past, outages with the main T1 data line stopped email delivery. This was an unacceptable situation for us because we receive service requests from our clients via email and immediate 24x7 dispatch of service techs is critical to our business."

Kisse set up two profiles (server configuration) in the Email Defense Service and added an inexpensive firmware upgrade to the Watchguard Firebox to allow redundant connections. One server is associated with the T1 and the other a backup via DSL. Each field technician's BlackBerry is able to accept email from the corporate Exchange server or a native email address provided by Cingular or Verizon.

When a T1 outage occurs, the MX Logic system sees that the primary mail server data connection is down and automatically switches traffic to the secondary one. In the event of an outage of both data lines, which happened recently due to a fiber cut at Verizon, the ESS network administrative staff is alerted immediately on their BlackBerrys via MX Logic at the native BlackBerry email address. The alert verifies that spooling has begun, and staff can immediately contact the data line provider to initiate a prompt repair. According to Kisse, "A data line outage is the greatest threat to our business, and this great alternative gives us uninterrupted email. We never run the risk of messages being lost due to data connectivity issues."

## RESULTS

According to Kisse, the Email Defense Service is a "set and forget" solution. He commented, "Even the setup was painless as user records can be imported directly into the MX Logic system – no manual entry, which is a huge time saver. The MX Control Console<sup>SM</sup> gives us absolute control, and after the Email Defense Solution was properly configured and enabled, we haven't adjusted anything. We rarely have to review suspected spam messages as there is nothing to report. All we have to do is use the blacklists maintained by MX Logic and ensure our critical whitelists are up to date. And I can't remember the last time we had a false positive that blocked an important message."

With respect to the multiple server configuration aspect of the Email Defense Service, Kisse described it as the number one benefit to his business. "It's awesome," said Kisse, "and we're able to generate a trouble ticket within five minutes of an outage instead of discovering it hours after the outage began."

How does Kisse sum up his experience with MX Logic? "The support staff is knowledgeable and helpful. My questions are answered promptly. I think we've placed fewer than 10 calls in two years so that says something about how well everything is working. We're very happy with MX Logic and welcome the opportunity to recommend the Email Defense Service to others."



### 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](http://www.mxlogic.com).

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