



Case Study Town of Middletown Profile

ORGANIZATION

Town of Middletown

INDUSTRY

Government

EMPLOYEES

160

SOLUTION

MX Logic® Email Defense Service

BUSINESS RESULTS

- Nearly eliminated spam
- Increased user productivity
- Reduced IT administrative burden
- Reduced expenses

**"AFTER TRIALING THE SERVICE FOR
30 DAYS, CHOOSING MX LOGIC TO
PROTECT OUR EMAIL NETWORK WAS
REALLY A NO-BRAINER"**

– Matthew
Wainwright, IT
Director, Town of
Middletown

Rhode Island Municipality Reduces Costs after Implementing MX Logic's Protection against Spam, Viruses and Other Threats

CUSTOMER PROFILE

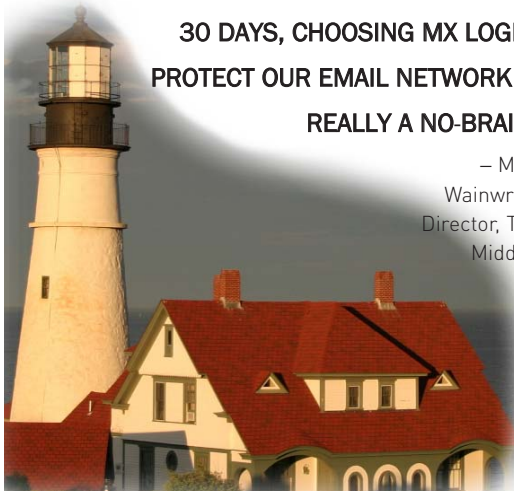
The Town of Middletown is a small municipality in Rhode Island that supports about 17,334 full-time residents and thousands of seasonal visitors. With a limited staff of only about 160, Middletown provides civic services to residents and the vacationing community. Middletown also works to collaborate technically with its two neighboring towns. Different than some government entities, this municipality operates on a small business philosophy and values technology as a positive means to greater citizen service and support.

BUSINESS SITUATION

Considered a vacation community, the Town of Middletown hosts thousands of national and international guests each summer and some big name events including 12 America's Cup challenges from 1930 until 1983 and the 2006 Women's US Open. "We are a bit unique as far as municipalities go," said Matthew Wainwright, IT Director, Town of Middletown. "We not only serve our citizens with a Town Clerk, Town Administrator, Town Council, and a Department of Taxation, but the Town's Information Technology Department also supports our local fire and police departments with technology planning and network support."

Wainwright believes that in the Town of Middletown, technology has shifted from being a liability to being an asset. "Because we operate on a more modern day corporate model, we view our technology as an asset that needs to be protected." This is why Wainwright decided to find out more about the MX Logic® Email Defense Service. "We have about 160 staff members who use email and the Internet all day long," said Wainwright. "Email is critical, especially for collaboration, meeting scheduling, communicating with other departments, and staying connected and available to the Town's citizens."

According to Wainwright, email usage and volume within the Town of Middletown varied widely depending on each user's role. But, one thing was consistent: regardless of email volume, over 60 percent of the incoming messages were spam, junk mail or viruses. "It was becoming all too clear that spam had to be stopped – for both productivity and security reasons," said Wainwright.



Goal	Before MX Logic	After MX Logic	Result
Reduce spam	No anti-spam solution implemented	Nearly eliminated spam	Greater user productivity, increased network security, and greater control
Eliminate user's spam management burden	Users had to delete more than 60 percent of their incoming messages daily	Users spend no time managing spam except if they want to review and condition the quarantine	No more complaints about spam
Reduce IT administration	Managing complaints associated with spam was one of the IT team's biggest challenges	IT spends very little time on spam management or administration	With virtually no more spam, IT can spend more time on other projects





"THE SERVICE WORKS SO WELL THAT PEOPLE DON'T EVEN TALK ABOUT SPAM ANYMORE."

– Matthew Wainwright, IT Director, Town of Middletown

THE MX LOGIC SOLUTION

With top email users receiving almost 1,500 emails per month – 60 percent of which was junk mail – Wainwright set out to find a solution. To protect his users from viruses and other malicious threats, he managed Symantec Anti-Virus Protection at the PC/Desktop level and then also set up a number of group policies in Microsoft Windows® to combat other incoming threats. While Wainwright and his team were working on one level to protect their network from viruses and worms, he admitted they had no real solution to keep out the productivity-draining spam. "We just sort of put up with it and had to fight through it until we found a solution."

Wainwright admitted it was difficult to quantify how spam was affecting productivity, but he did have anecdotal evidence to suggest that work effectiveness was slipping due to the large percentage of spam finding its way into user's email boxes. "Even though the cardinal rule in the organization was for users to delete any email from an unrecognized sender, people still read spam thinking the sender is legitimate," said Wainwright. "It's clear that's the reason there is still so much of it and why sending spam is such a lucrative business."

Wainwright began researching email security solutions. At first, he was leaning toward purchasing an appliance. "I was almost set on making the purchase, but I was unsure if the Town should justify the large, upfront expense." Just as he was about to finalize his decision, Wainwright spoke with MX Logic. After going through an online demonstration of the MX Logic Email Defense Service, including the reporting capabilities and the 24/7 Threat Center management, Wainwright was now leaning toward signing on with a managed service rather than incurring the capital expense of purchasing an appliance. "The one-month pilot was a cost-effective approach that really helped tip the scales in favor of MX Logic," said Wainwright. "After trialing the service for 30 days, choosing MX Logic to protect our email network was really a no-brainer."

THE MX LOGIC EMAIL DEFENSE SERVICE

To Wainwright, implementing the Email Defense Service was an easy decision. After the interactive demonstration and one-month pilot, he could see the benefits of using a managed service. The MX Logic Email Defense Service is easy to administer and use, cost-effective and provides around-the-clock email protection to ensure that malicious and unsolicited messages are automatically intercepted, analyzed and blocked at the Town's network perimeter. "Getting the service up and running was no problem at all," said Wainwright. "The entire process was easy and probably took me about an hour altogether."

Using its Stacked Classification Framework® spam detection system, MX Logic achieves more than 99 percent accuracy. The system uses a patented method of identifying and controlling spam via a voting algorithm based on a sophisticated form of intelligent reasoning. The MX Logic Threat Center is a sophisticated streaming data environment where MX Logic monitors the global state of email communication, 24

hours a day, seven days a week, and provides MX Logic's customers with real-time updates and protection. The Threat Center provides dynamic email defense-staying far ahead of the next attack by continually incorporating information about the latest spammer, virus and worm tactics.

BUSINESS BENEFITS

The Town of Middletown now has a network that is protected using a multi-layered strategy. The MX Logic Email Defense Service blocks virtually all of the spam destined for the Town's email server and its built-in Sophos® Anti-Virus adds another layer of virus protection to the PC/Desktop solution they're still employing. With a 60 percent drop in unnecessary email volume and no virus outbreaks, the Town of Middletown is now operating more efficiently.

"We are a two-person IT department," said Wainwright. "Having MX Logic on our side has really helped us maintain our focus on more top priority technology endeavors." According to Wainwright, since implementing the Email Defense Service in 2005, he has been able to lower IT costs and concentrate on new initiatives designed to produce even greater cost savings. In fact, he and his team now have time to concentrate on implementing a complex VoIP implementation that is predicted to help the Town save even more money and establish the foundation for even greater service in the future. "If we hadn't implemented MX Logic's service, I don't think I would have been able to focus my full attention on new technology projects like the VoIP one we're working on now." He continued by adding that, "With MX Logic, small businesses can be more effective with smaller IT staffs to oversee things."

THE RESULTS

When asked what ultimately led him to choose the MX Logic Email Defense Service, Wainwright admitted that the economics of the solution played a huge part, but he was equally impressed with the ease of use, report navigation and around-the-clock coverage. "The reports are extremely intuitive and show me immediately how effective the service is," he said. "Just last month, my reports indicated that MX Logic's Threat Center blocked almost 14,000 pieces of spam mail – that's 78 percent of our total incoming volume." And, this IT Director likes to have control – something he gets each time he logs into the MX Control Console® to review the multitude of reports.

According to Wainwright, things have been really quiet on the email front since implementing the MX Logic Email Defense Service. "The service works so well that people don't even talk about spam anymore," he said. "And that's a result that speaks for itself."



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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