



# Email Defense Case Study Spectra Logic Profile

## ORGANIZATION

Spectra Logic

## INDUSTRY

Technology

## EMPLOYEES

250

## SOLUTION

MX Logic® Email Defense Service

## BUSINESS RESULTS

- Nearly eliminated spam
- Increased user productivity
- Reduced IT administrative burden
- Increased bandwidth utilization



**"WE NEVER HAD ENOUGH SPACE FOR EMAIL BEFORE. BUT MX LOGIC KILLS THE SPAM, WHICH SAVES SPACE AND SAVES TIME."**

– Nathan Thompson, Chairman and Chief Executive Officer, Spectra Logic

Spectra Logic remains focused on data technology with virtually no productivity- and storage-draining spam thanks to MX Logic®

## CUSTOMER PROFILE

Boulder, Colo.-based Spectra Logic has spent nearly 25 years designing and manufacturing tape libraries that offer investment protection with upgradeable drives, interfaces and other enhanced technology. The result is flexible networking, data consolidation, extreme scalability and remote management through all-in-one, easy-to-use tape backup offerings. Spectra Logic libraries are compatible with industry-leading hardware and software that enable customers to virtually eliminate the loss of data in the event of computer malfunction, human error or natural disaster. The company's products are used throughout North America, Europe, Canada, Australia, Japan, Korea and South Africa. Spectra Logic has more than 15,000 libraries installed worldwide with customers like ALLTEL, Hitachi, Sprint, Yahoo!, Bank One and Cisco.

## BUSINESS SITUATION

Earning awards and receiving accolades from industry leaders is nothing new to Spectra Logic, who recently earned Computer Technology Review's "Best of the Best" award for its Spectra T950. But this success didn't come easy and could not have been achieved without consistently working to improve processes and provide unsurpassed service to its customers and partners. In fact, years ago, Nathan Thompson, Spectra Logic's Chairman and Chief Executive Officer, set out to improve communication by making it almost completely email-driven. To ensure effective and reliable communications between employees and across departments, Thompson required his team to communicate consistently via email and established the "NVO culture" (No Verbal Orders).

The new culture at Spectra Logic was catching on and email was now used as the primary method of communicating and completing transactions. Then along came unwanted junk email – taking up over half of Spectra Logic's email boxes every day. With email boxes configured with limited storage space to reduce costs, spam was becoming a two-fold problem for Spectra Logic employees. It decreased productivity and disrupted vital communications, and simultaneously devoured employees' email storage space – quickly pushing users' mailboxes over the size limit and resulting in rejected messages.

To combat spam in the past, Thompson and team had used a peer-to-peer spam-fighting service. A peer-to-peer service relies upon a network of users to determine individually what messages are spam and to report those instances back to the network. Using this relay approach, the network would then block those types of

Goal	Before MX Logic	After MX Logic	Result
Reduce spam	Growing spam problem with no corporate-wide anti-spam solution	Nearly eliminated spam	Greater user productivity and increased bandwidth utilization





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messages from getting through in the future. According to Thompson, this approach required that he spend an undesirable amount of time "training" the software to recognize what he considered to be spam. Unfortunately, even a well-trained peer-to-peer service was only capable of catching a small percentage of the total spam received by Spectra Logic. It was becoming clear that this high-tech organization required a corporate-wide solution that would stop spam and viruses before they ever reached the company's servers. The team at Spectra Logic began researching its options and settled on a solution from MX Logic.

### THE MX LOGIC SOLUTION

After learning more about email defense services and how solutions from MX Logic are designed to filter unwanted email threats at the network perimeter, Spectra Logic selected the MX Logic® Email Defense Service including Spam Blocking, Virus and Worm Scanning, Fraud Protection, Content and Attachment Filtering, and Email Attack Protection. The Spam Blocking feature alone made an immediate difference. With the entire company so reliant on email – enforced by the CEO-mandated NVO policy – the immediate reduction in spam was an enormous relief. Less unwanted, unacceptable, virus-laden messages quickly reduced employee frustration, freed up email storage space and increased employee productivity. Thompson easily admitted that his former peer-to-peer service "...didn't even catch a fraction of what MX Logic's Email Defense Service caught."

### THE MX LOGIC EMAIL DEFENSE SERVICE

Since integrating the MX Logic Email Defense Service, Spectra Logic protects over 225 email users from the productivity-draining and system-impacting effects of spam. With MX Logic's cost-effective service that provides around-the-clock email protection, malicious and unsolicited messages are automatically intercepted, analyzed and blocked at the technology firm's network perimeter. Using its Stacked Classification Framework® spam detection system, which utilizes a patented method of identifying and controlling spam using a voting algorithm based on a sophisticated form of intelligent reasoning, MX Logic achieves more than 99 percent accuracy.

Powering MX Logic's Email Defense Service is MX Logic's Threat Center, 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. Led by email security experts with extensive experience in protecting messaging networks, 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

One of the features Spectra Logic employees are most pleased with is the solution's ability to accurately filter spam. The team also feels confident that, even with low rates of false positives - legitimate email mistakenly identified as spam – they have ultimate control. For instance, now the entire staff at Spectra Logic has the option to review a Spam Quarantine Report and take action on the items filtered by the system. When suspect messages are identified by the MX Logic multi-filtering layers as spam, team members can make the final determination about whether the messages are indeed spam. They can review the quarantine at their convenience and decide whether to delete, always allow, or always deny those messages in the future. Thompson stated that the Email Defense Service incorporates an "amazingly good" feature for handling spam and ensuring that legitimate messages are not lost.

### THE RESULTS

To date, MX Logic's Email Defense Service has significantly reduced the amount of spam received by employees at Spectra Logic. Thompson himself reports that prior to using MX Logic's service, he was getting approximately 50 spam emails per day. Now, with the MX Logic solution, this CEO averages only three to five. With Spectra Logic email boxes configured with limited storage capacity, the unique external spam quarantine has been a huge plus. Not only does the system block over 99 percent of spam from even entering an employee's mailbox, but spam caught by the Email Defense Service is stored on MX Logic's servers, not Spectra Logic's servers. "We never had enough space for email before," said Thompson. "But MX Logic kills the spam, which saves space and saves time."



### 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).

### More information:

MX Logic Sales Team  
9781 S. Meridian Blvd. Suite 400  
Englewood, CO 80112 USA  
T: +1.877.MXLOGIC  
F: +1.720.895.5757  
E: [sales@mxlogic.com](mailto:sales@mxlogic.com)  
W: [www.mxlogic.com](http://www.mxlogic.com)