

College Conquers Spam with Webroot® E-Mail Security SaaS

Unity College, a South Australian independent R-12 school, has over 900 students and approximately 120 teachers and support staff. The College grew rapidly from its inception in 1998 with major facility additions and increases in student enrollments. As the school grew, however, so did its difficulties with the email service integral to the staff's timely communication on issues of curriculum and education.



The Problem

Spam was causing considerable disruption to Unity College's basic IT services. A spike in spam activity deluged the in-house mail filter, resulting in email delivery times that became unacceptably slow. The high volume of spam was also having a considerable and highly detrimental impact on bandwidth, productivity and staff satisfaction with the email system. It was estimated that spam content made up 80 percent of a monthly email traffic figure of 190,000 emails. The spam problem had clearly outgrown the capacity of the existing filter system, and a better solution was urgently required.

The Solution

After an initial trial period, Webroot E-Mail Security SaaS was selected as the solution for the College's issue with spam. The product removed all spam, viruses and malware in-the-cloud so that staff would receive only clean, legitimate e-mails. The solution offered a cost-effective alternative without the need for additional in-house infrastructure. Since the implementation, Webroot SaaS solutions have provided an appropriately priced service that meets the needs of the education institution easily and effectively.

The Benefits

The real rate of spam on the existing service was measured at more than 96 percent over four months. Webroot E-Mail Security SaaS helps to boost productivity, as employees are no longer wasting time identifying and deleting spam from their inbox. Unity College is now running more efficiently – IT staff can now spend their time adding value to the college, and Webroot E-Mail Security SaaS has removed the pain associated with spam and malware. The reporting features of the email security solution were an added bonus for the College as emails can be logged and tracked in real time, which was impossible on the old system.

Comments

"Throughout the whole process – the enquiry, the trial and the activation of the live product – I never had to repeat my story. The quality and consistency of response by support staff on international help desks was a standout exception in these days of outsourced call centers. It's a brilliant product, backed by exceptional people. The concept of externally managed services is now firmly seated in my knowledge base." – **Trevor Bishop, Computer Systems Manager of Unity College**