

Red Condor Beats Barracuda and Effectively Eliminates Spam

Since 1850, Hiram College has been ranked among the country's most prestigious liberal arts institutions. Managing the college's email boxes, as well as its Barracuda email security solution was taking a significant amount of the eight-person IT staff's time and resources. Email users were also frustrated with the growing volume of spam that flooded their in-boxes and the fact that legitimate emails were not making it to their intended destinations.

Hiram Experiences Poor Email Security from Barracuda

In addition to the Barracuda's poor reliability and performance issues, the system's limited configuration capabilities, such as its anti-spoofing design, prevented good emails from being passed onto Hiram's mail servers. Even when Hiram's IT staff turned to Barracuda's technical support for help, it was still unable to resolve the system's reliability and performance challenges.

"Our Barracuda appliance was allowing approximately five percent of the tens of thousands of spam messages we receive each month to reach our end-users mail boxes, which resulted in frequent calls to our help desk," said Jeff Nussle, systems, email and storage administrator for Hiram College. "Probably more critical in terms of performance was the fact that legitimate email communications exchanged among our staff or between students and their professors were being captured as spam. Neither our highly trained and educated IT staff nor the device's technical support team could resolve the problems."

Determined to improve the protection and integrity of its email system, Hiram College decided to research alternative email security solutions. Key requirements for the system were the following:

- Stellar inbound mail processing performance
- Multiple delivery destinations for fault tolerances
- Easy to manage and invisible operation

Red Condor Chosen over IronPort, Symantec and others...

Nussle and his team evaluated a number of solutions, including products from IronPort, Mail Foundry and Symantec. After an extensive review, Nussle selected Red Condor's Message Assurance Gateway (MAG) 2700 network appliance.

"The primary reasons we chose Red Condor's MAG2700 is because of its multiple mail-delivery destinations," commented Nussle. "Red Condor offers the combination of onsite protection with its appliance and then back-up support with its offsite hosting services with Vx Technology™. We have the peace of mind that we are protected by multiple layers and at multiple points. Red Condor also uses the latest server technology rather than a proprietary hardware like Barracuda's Intel 486-based processors and 4500rpm IDE drives."



"All the care and feeding, and mail processing issues we had with the Barracuda have been completely eliminated."

***-Jeff Nussle,
Email Administrator
Hiram College***

About Hiram College

Founded in 1850, Hiram College is one of the nation's most respected liberal arts institutions. Located 40 miles southeast of Cleveland in Ohio's Western Reserve, Hiram attracts students from throughout the United States and around the world. Hiram is one of 13% of colleges and universities to be awarded a chapter of the prestigious honor society Phi Beta Kappa. Hiram has more than 1,200 undergraduate students and 73 full-time faculty.



Red Condor's MAG2700 filters all inbound emails, blocking spam, viruses and other malicious email content before they reach Hiram's mail servers. Red Condor's Vx Technology delivers full-time redundant fail-safe operation that kicks in if the appliance becomes unreachable, shifting the filtering to Red Condor's hosted service. Vx Technology also provides on-the-fly load sharing with Red Condor's hosted cloud of servers if the local MAG2700 receives an incoming Denial of Service attack or overwhelming traffic.

Red Condor Delivers Features and Benefits Hiram Needs

When asked what features made the Red Condor MAG2700 the right solution for Hiram College, Nussle mentioned the following:

- "All the care and feeding, and mail processing issues we had with the Barracuda have been completely eliminated."
- "If our network goes offline, Red Condor is still processing and validating email for eventual delivery to our mail system."
- "Red Condor's technical support team attacks issues with fervor."

Red Condor eliminates the need for Hiram's IT staff to manage and manually update filtering rules and the embedded software. Red Condor's Security Operations System provides real-time tracking and analysis of evolving email threats ensuring that all security filters are always up-to-date. Red Condor also offers the ability for users to manage their own spam through a Daily Digest and web-based quarantine feature, but according to Nussle, "The MAG2700 is so effective and accurate, that we have not had the need to disseminate information about the digest or the web site."

Hiram learned quickly about the effectiveness of the Red Condor device. Nussle shared that after faxing the purchase order for the MAG2700, Hiram's Business Office received a legitimate looking email claiming to be from the Federal Government that had been processed by its old solution. Staff members in the Business Office were suspicious because they were accustomed to being contacted by telephone. Hiram IT staff sent the email to Red Condor for analysis, and its anti-spam appliance blocked it. The email had to be encrypted and sent to a different mail destination in order to get it to the support team for analysis. It turned out to be an identity theft scam.

Spam Block Rates Better Than 99 Percent

With Red Condor's appliance in place, Hiram College has seen spam block rates increase to more than 99 percent, as well as a dramatic decrease in other email threats. Today, users are only receiving legitimate email, and Nussle's team no longer receives calls related to spam.

"Red Condor has effectively eliminated spam at Hiram, as well as the frequent anti-spam processing that would oftentimes delay email delivery by hours during peak periods," added Nussle. "Our students, faculty and staff no longer have to decide whether or not to open an email, and are no longer calling the IT Helpdesk for assistance verifying email. Red Condor does exactly what was promised, effectively eliminating spam and requiring little to no administrative support."

About Red Condor

Red Condor is a managed service provider of highly resilient email security systems. Red Condor's email security eliminates spam, viruses, spyware, phishing schemes and other offensive content, with perimeter defense against denial-of-service and directory harvest attacks. Red Condor leverages up-to-the-minute security threat information from its worldwide sensor network, and then applies defensive measures in real time to protect the company's client base. Red Condor's revolutionary Vx Technology provides network-based load sharing and fail-over capabilities for customer appliances. Its unique technology blocks spam and malicious email with near 100% accuracy, so users can be confident in secure and reliable email delivery. Red Condor's products and services are backed by a 24x7 customer care center at its headquarters that is staffed by email security experts.



Red Condor's Security Operations Center

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