

Red Condor Message Assurance Gateway™

Security Means Service Excellence for Independent ISP

For 62-year-old **MTCO Communications** in Metamora, Ill., the Internet-access battle against national carriers is being won through service excellence.

Their 22,000 email seats and 532 managed email domains include both residential and small office/home office subscribers. MTCO's local, community-based customer service provides superior technical support for on-site service and installation, in-home networking, and personal computer security services. They keep their customers humming.

This strategy makes spam management more than an obligation. It sets them apart.

A Better Architecture Red Condor Takes Spam Management to a New Level

While MTCO's previous hosted anti-spam service was doing a basic job of filtering spam and fighting DoS (denial of service) attacks, new image-based spam was slipping through.

This spam was choking their email delivery. Service interruptions would bring inbound email to a complete stop, then flood and overwhelm MTCO mail servers when service resumed.

In addition, the inbound filter service provider didn't offer outbound security, requiring a separate appliance-based vendor. That meant the added paperwork inherent in two suppliers, plus the extra effort and dual monitoring to eradicate spam emanating from zombie PCs. And while spam statistics were available, they didn't provide detailed data to help MTCO systems engineers diagnose and solve problems. MTCO

"The biggest unexpected benefit has been the improved diagnostic information to troubleshoot inbound email problems," said Nick Fawcett, MTCO systems administrator. "Having good reporting tools is a big time-saver for us."

found a lot of their time and resources were spent managing spam instead of providing more value for their customers. It was time for a change.

MTCO turned to Red Condor as the email security provider to get them the full service they needed.

For MTCO, Red Condor stepped in and solved their immediate needs:

- protecting and filtering both inbound and outbound email and simplifying the network
- eliminating the email spooling problems that previously choked MTCO and providing seamless email service even when mail servers went down
- providing more detailed spam reporting that included detailed message logs and sophisticated search tools for quick diagnosis – saving precious time and resources for MTCO's tech support team
- better spam filtering including the ability to block a campaign where spam was sent in attached documents like PDF and Excel files
- giving end-users more value with daily email spam digests (which they can adjust to different intervals or turn off), for a quick and easy look at screened mail

Red Condor's next generation Vx technology™ links MTCO's on-site appliances to Red Condor's powerful hosted network of servers. This provides contingency server resources in the midst of large scale spam attacks, and network resiliency in the case of an email server being unreachable.

Bottom line, MTCO's help desk has seen a definite decrease in complaints about spam. They now take less than one call a week. And that's service excellence.



BUSINESS CHALLENGE

Keeping pace with ever-evolving spam, preventing bottlenecks at email servers, quick diagnosis with detailed reports, and simplifying the network.

RED CONDOR SOLUTION

The Red Condor Message Assurance Gateway blocks malicious email before it reaches the customer network. It provides simultaneous inbound and outbound security. It removes the burden of email-borne DoS (denial of service) and DHA (directory harvest attacks) on the email server and network connection. And it's a fully managed, network-resilient system with integrated emergency spooling of inbound email.

RESULTS COUNT

98% of spam traffic blocked before it even gets to MTCO email servers.

THE BATTLE AGAINST SPAM: Red Condor Helps MTCO Fight Back!

MTCO Mail Boxes	22,128
Domains Managed by MTCO	532
Messages Delivered by MTCO per Month	973,213
Messages Blocked by Red Condor per Month	13,072,959
Viruses Blocked by Red Condor per Month	331,321

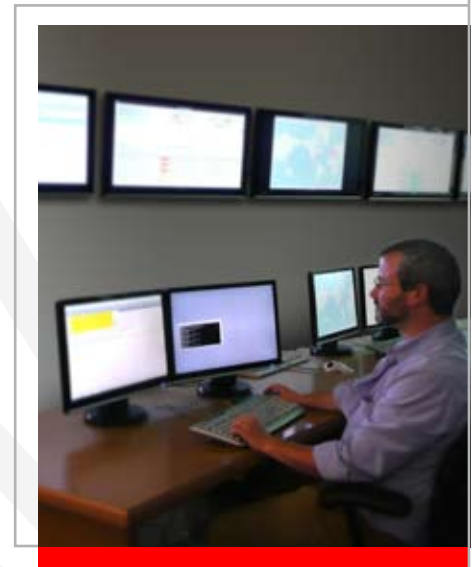


About MTCO Communications

From its roots as an independent telephone company in 1945, MTCO has continually advanced its service and technology capabilities. It was a community pioneer in services beyond landline voice, including paging, cellular service and, today, high-speed Internet access and computer networking. The family-owned-and-operated MTCO Communications is a company whose strength is based on integrity, customer service and community 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. Red Condor's revolutionary Vx Technology provides network based load sharing and fail-over capabilities for customer appliances. It's unique technology blocks spam and malicious email while letting valid email through 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 staffed by email security experts at Red Condor's headquarters.



Red Condor's Security Operations Center

RedCondor

1300 Valley House Drive, Suite 115
Rohnert Park, CA 94928

Toll Free: 888-9NO SPAM (888-966-7726)
Phone: +1-707-569-7419
Fax: +1-707-324-6159

Sales: sales@redcondor.com
Resellers: resellers@redcondor.com
Support: support@redcondor.com
Information: info@redcondor.com