

## Meeting the Unique Needs of a World-Class ISP

When VISI, Minnesota's largest locally-owned Internet hosting and connectivity provider, was acquired by Digital North, the companies merged two email platforms — each with its own email, spam and virus protection. For Microsoft Exchange customers, the company used a Barracuda spam firewall, while the traditional POP/IMAP email accounts used Postini. For VISI, neither security solution was providing optimal service and support.

"We were not happy with the performance of the Barracuda spam firewalls because of inconsistent performance and reliability issues," stated Jason Baker, chief technology officer of VISI. "The firewalls could not handle the traffic and load that we required of them."

As units failed, Barracuda would send out replacements, and push software updates that would occasionally corrupt the back-end database that VISI was using. VISI had literally outgrown and outpaced the capacity of Barracuda's solutions.

Postini did not fit in with the company's long-term plans. VISI was interested in building a service that they could manage in-house, and Postini did not offer that flexibility. The final straw came, however, when Google acquired Postini, and raised the prices for ISP customers.

"Once Google decided to raise our prices by 30%, we knew it would be a good time to conduct a technology survey," stated Baker. "We looked at a number of solutions, including IronPort, Symantec and CipherTrust – traditional technologies used by service providers. Then Red Condor came to us with a very unique approach to tackling spam." After reviewing multiple solutions, VISI chose Red Condor.

### Meeting the Unique Needs of an ISP

VISI wanted a solution that was tailored to service providers, not just large enterprises. Baker commented, "We have the user count of a large enterprise, but our needs are different. While we have a large number of email boxes, we need to separate mailboxes by organization. We are serving 5,000 companies with more than 30,000 email boxes. Many enterprise-class email security systems are not designed to manage that many small companies."

VISI also needed a solution that was reliable, would scale to meet the growing needs of its customer base and provide its customers with self-service capabilities, including spam quarantine. Possibly most important to VISI was filtering accuracy. With up to 95 percent of email addressed to VISI users being spam, whatever system the company selected, it needed to be more effective than previous solutions.

Red Condor's technology is capable of handling large volumes of email and is scalable to hundreds of thousand of mailboxes. The company's network appliances and hosted service filter inbound emails to block spam, viruses, spyware, phishing schemes and other potentially harmful content, eliminating threats before they reach VISI's mail servers. The Red Condor solution can also filter all outgoing email to prevent a virus-infected PC from sending out spam.



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***- Jason Baker,  
Chief Technology Officer  
VISI***

### About VISI

Founded in 1994, VISI is Minnesota's largest locally-owned Internet hosting and connectivity provider, offering connectivity, co-location and managed hosting services. VISI serves more than 10,000 business and residential customers throughout Minnesota with products and services including world-class SAS 70 Type II data centers in St. Paul and Minneapolis. The company provides a full range

Red Condor's award-winning solution incorporates multi-layers of protection, including real-time knowledge gathered from a worldwide sensor network. The network develops thousands of targeted filter rules that keep pace with spam and virus technologies and keep VISI's systems current. The combination of Red Condor's multiple signature-based anti-virus engines used and zero-hour virus defense provide comprehensive protection. Because of its unique design, Red Condor is built to respond quickly to changes in spammer's tricks and technology. Red Condor's Personal Dashboards allow VISI customers to manage their own spam policies and review quarantined emails.

### **Better Classification Equals Improvements in False Positive Rates**

Since installing Red Condor, VISI has seen much higher block rates and more effective filtering, as well as a significant improvement in false positives. This means less calls from confused and annoyed customers.

"The classification of emails by Red Condor is better than any solution we have used," stated Baker. "Red Condor's false positive rate is unbelievable. I can honestly say that I have not had one email misclassified ever in two years. We joke sometimes that Red Condor must be reading every email because it is that good."

### **Centralizing Email Security to Facilitate Self-Service and Support**

Red Condor enabled VISI to combine and centralize its customers under a single email security solution, which also helped to reduce ongoing management requirements. With Barracuda, VISI provided constant care to keep the system running while Postini's hosted service did not allow VISI to manually support the solution in the event of problems.

"Red Condor is a nice fusion of the two types of approaches," said Baker. "On one hand, we have the appliances in our data center. We can feed these servers and take care of them. On the other hand, we have a partner in Red Condor to monitor the software and service and help us to identify issues. At the end of the day, we chose a partner that was interested in our business, would listen to us, and make changes based upon our needs."

### **Restoring Trust in Email**

VISI's users have grown accustomed to the effectiveness of Red Condor's anti-spam filtering solution. Many customers no longer feel the need to even check their spam quarantine. Less spam and more effective email filtering has given VISI customers' confidence in their service provider, which translates into fewer support calls and higher customer satisfaction.

"Red Condor has been very reliable and very accurate. We have heard many accolades from customers who are very happy with the level of spam protection. Several users have told us that this is the best spam filter they have ever used," concluded Baker. "With Red Condor, we can provide excellent spam filtering capability at a reasonable cost. The service has enhanced our reputation, helped us to remain competitive from a product offering standpoint and lowered our support costs; savings that we are able to pass along to our customers."

## **About Red Condor**

Red Condor is revolutionizing spam fighting technology. Red Condor's highly accurate Email DNA™ filter, hybrid architecture Vx Technology™, and fully managed appliances lead to a dramatic reduction in the cost of owning a premium spam filter. With solutions for small business, as well as ISPs with millions of email inboxes, Red Condor has a cost effective, time saving solution that is rapidly gaining market share. The system's design has built-in zero tolerance for lost email, and a near zero false-positive rate while achieving long-term spam block rates greater than 99%. This next generation technology is backed by a 24x7 customer care center staffed by email security experts at Red Condor's headquarters.



*Red Condor's Security Operations Center*

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