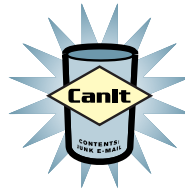


*“Of all the services we've put in at the college, CanIt-PRO has been the best received. CanIt has nearly eliminated our spam and virus problems, and made our e-mail system usable.”*  
– Rod Martin, Manager of Network Infrastructure, Algonquin College



# Case Study



## About Algonquin College

- **Type:** Higher education
- **Number of e-mailboxes:** 35,000
- **Percentage of e-mail that is spam:** 40%
- **Pre-CanIt-PRO spam volumes:** thousands of spam messages per day
- **Pre-CanIt-PRO virus problems:** 2700 messages per day containing potential viruses

## E-mail Environment

- Acts as “ISP” to students and staff
- E-mail: Sendmail MailSwitch with a variety of mail clients
- O/Ss: Windows, Linux, MAC
- Server hardware: Sun v100, v210 and v240
- CanIt-PRO with ClamD anti-virus

## CanIt Results

- Flexible spam control for all e-mail users
- Correctly identifies 40% of all incoming e-mail as spam
- Effectively blocked 10% of all incoming e-mail due to viruses or suspicious attachments
- 0.015% false positive rate

## College's ITS Department Saves Time, Saves Money and Wins Fans With CanIt-PRO

As both a business and technical college, Algonquin College serves a diverse user community. So, when it set out to find a solution to its e-mail problems, the college's ITS department knew it would have to accommodate a range of needs – within a fiscally responsible budget.

Barry Brock, director of ITS, remembers, “spam was hampering us from both a time and productivity perspective.” But, a rash of e-mail borne viruses provided the impetus for seeking a better solution.

A nightly virus scan of the college's system would routinely turn up 750 viruses – most traceable to e-mail. Rod Martin, manager of network infrastructure, explains, “viruses on our 2,000 faculty machines were causing technicians to have to make client visits at least 10 times every day.” In addition, many e-mail users received up to 100 spam messages each day, prompting help desk calls to eliminate the problem.

### Ideal Solution From All Perspectives

The college's existing client-based approach to anti-virus measures relied on users remembering to update their software, and it didn't solve the spam problem. “We considered client-side anti-spam solutions,” says Brock, “but that was unacceptable to me. We didn't want the users having to fiddle around with the software.”

On the other hand, the college could not easily enforce global e-mail filtering policies, and, as Martin notes, “our users have different levels of technical capability as well as academic freedoms that we needed to accommodate.”

After much research, three solutions were chosen for testing in the college labs. “Cost or performance was always an issue,” Martin remembers of the various contenders. “Many of the products we looked at were good solutions, but required a lot of hardware to handle our mail volumes.”

As Brock remembers it, “Other solutions were either far too expensive or far too cheap and didn't work. CanIt-PRO is a tremendous solution from all perspectives.”

“With CanIt-PRO, we get both anti-spam and anti-virus,” Martin explains. “And CanIt-PRO gave us the best combination of performance, flexibility and cost. CanIt-PRO requires less hardware than comparable products, and it gives end users the most flexibility.”

### Up and Running From Day One

The ITS team ran a live e-mail trail to ensure that CanIt-PRO would perform adequately. “There was no way to simulate 100K messages per day,” Martin explains. “We took a weekend and routed the e-mail through the CanIt-PRO trial version. We also performed lab tests to be certain about the hardware ▶

# CanIt Case Study

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## Algonquin College End-User Interface Options

As shown in the screen shot below, Algonquin College has configured the CanIt-PRO end-user interface such that students and staff choose from the following four options for spam filtering:

- Opt out of spam scanning completely
- Only tag suspect spam
- Leave final spam decisions to IT staff
- Aggressively delete spam

In addition, users can enable an Expert Interface that allows them to manage their own blacklists and whitelists, generate spam reports, and check the Spam Trap – ensuring no e-mail is ever lost.

... continued ...

we'd need. CanIt-PRO was painless and worked the way it was supposed to. From the minute we turned it on we were blocking spam and viruses." The ITS team has chosen to automatically block any incoming e-mail with .exe attachments or MIME extensions, but all other filters are set by individual users.

Preparing the college community for the new solution was just as simple, thanks to CanIt-PRO's simple user interface. Martin remembers, "we sent the users an e-mail telling them the three things they need to know to get started using CanIt-PRO."

Aside from updating the CanIt-PRO user guide for its own end users, Martin's team has had little to no training to do. "The user interface is very simple, very nice. It's easy for anyone to use, and the reporting interface is nice because when you see the trapped spam, you know why we needed a solution, and you see that e-mail is not lost."

Today, CanIt-PRO is filtering all of the college's incoming and outgoing e-mail from two Sun v100 servers. "We are waiting for our production hardware to arrive," Martin adds, "and we'll soon be using a Sun v240 for the database, a v210 and v100 for the mail gateways, and another v240 as a fail over server that will store and forward e-mail if the system ever goes down. Once we have the final configuration installed we'll start filtering e-mail within the college."

## Winning Fans Left and Right

"We've learned that 40% of our incoming mail is spam," says Brock, who is responsible for reporting on the success of ITS investments to upper management. "That's even more significant because one of those messages can go to many users. 10% of the messages that CanIt-PRO rejects are

viruses. So, although the ROI of the solution isn't measurable in dollars and cents, it is definitely measurable in terms of time and productivity."

Perhaps most important for the ITS team is that CanIt-PRO has made the college user community happy. "Often when you deploy a service like this," Martin says, "there are complaints from users because they may want to be able to do something that the product can't let them do. With CanIt-PRO, that's not an issue."

He continues, "If we had not been able to give our users the ability to change their own settings, we would have had political problems. But this was easy – everyone saw the e-mail problems, and then they saw a simple solution that didn't require them to give up any control."

"Of all the services we've put in at the college, CanIt-PRO has been the best received," Martin

summarizes. "CanIt has nearly eliminated our virus and spam problems, and made our e-mail system usable." ■

