

### The Organization

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### The Challenge

Eliminating over 90,000 spam messages per day leaking through a Barracuda device, while reducing administrative overhead.

### The SonicWALL Solution

SonicWALL Email Security (ES) 200 anti-spam appliance, featuring award-winning anti-spam, anti-virus, anti-phishing, policy and compliance management

SonicWALL TZ 180 Wireless network security appliance featuring Gateway Anti-Virus, Anti-Spyware and Intrusion Prevention Services, Content Filtering Service and ViewPoint reporting.

### The Results

- Installed and running in under an hour
- Reduced spam messages from over 90,000 to only three in the first hour deployed
- Eliminated 1.4 million spam messages in the first weekend deployed
- Weekly administration reduced from four hours to just ten minutes

Jet Plumbing and Drain Services provides plumbing, heating and drain service work for residential, commercial and industrial customers in the Northern Nevada region. Family-owned since 1969, the company's staff of over 40 field and office employees delivers superior plumbing, HVAC and underground utility services 24/7 year-round.

### The Challenge: Digging Out a Small Business Buried in Spam

Balancing the limited resources of a small business, owner Jim Walker became a de facto technician. "When we first rolled out the network, I was IT," he says. Walker hired a local vendor to install Microsoft Small Business Server with Exchange for his corporate e-mail, and almost immediately he began spending more of his time managing spam. "We were building up about five megabytes a minute in the bad mail folder," says Walker. "With the limited hard drive that we have, it only took a matter of hours to fill that up, and once it got down to ten megabytes left, it shut down our Exchange and our accounting package and everything else."

Walker deployed a shareware script to empty the bad mail folder, but soon found it couldn't keep up. His employees would routinely have to sift out up to 150 junk e-mails in their inbox every morning, slamming office productivity. Walker would spend half a workday every week himself fighting spam. In tandem with implementing an upgrade to his back-end file server, Walker decided to take the advice of a third-party technician and deploy an anti-spam solution from Barracuda. However, when the technician installed the Barracuda, they found there wasn't any e-mail to scan. Unable to understand what was happening, Walker brought in help from Ryan Orsi of Specialized Services and Consulting, a single-source solutions provider based in Sparks, Nevada.

### The Solution: SonicWALL TZ 180 Wireless Network Security Appliance and Email Security 200 for Anti-Spam

"What Jim didn't know at the time was that when his vendor had originally installed his Exchange Server fourteen months earlier, it had been configured in open relay, creating a serious security issue" said Orsi. "After a couple phone calls, I discovered the ISP had intervened and turned off all e-mail traffic via port 25 to Jet Plumbing's office. I explained we were reconfiguring the Exchange Server and installing anti-spam, and the ISP resumed e-mail flow."

Once the Barracuda solution was deployed, the flow of spam messages flowing through the network exceeded 90,000. As a first step to ease network throughput bottlenecks, Orsi upgraded Walker's Linksys router with a SonicWALL® TZ 180 Wireless Unified Threat Management (UTM) network security appliance. "This greatly boosted the Internet throughput, but didn't resolve the spam problem associated with the Barracuda device," says Orsi. "I suggested that Jim test out a SonicWALL Email Security (ES) 200 to see if that would help."

## Jet Plumbing

*"SonicWALL blocked 1.4 million spam messages the first weekend we had it deployed. The Email Security 200 let our company get back to work as normal."*

—Jim Walker  
Owner  
Jet Plumbing and Drain Services

### SonicWALL Benefits

- Unparalleled anti-spam and anti-phishing protection
- Auto-updates from world-wide real-time threat detection and prevention network
- Easy deployment in less than an hour, featuring one-step LDAP integration
- Anti-virus with time-zero technology and zombie detection
- Scalable inbound and outbound e-mail protection for organizations of less than 25 to over 100,000 users



Specialized Services  
and Consulting, Inc.

Walker was initially reluctant to switch to SonicWALL after just purchasing the Barracuda device, but Specialized was able to let him try out the SonicWALL solution for thirty days before purchasing it. "I had nothing to lose but my spam," says Walker.

### The Result: Spam Leak Plugged

Specialized had the SonicWALL ES 200 up and running in under an hour, and immediately Walker began seeing results. "At first I couldn't believe no spam was getting through," says Walker. "I had to make Ryan send some test messages to confirm that we were actually receiving e-mail. Using the Barracuda device we were receiving about 90,000 spam messages a day. In just the first hour we switched to SonicWALL, total spam count was reduced to only three. It was very impressive."

The SonicWALL ES 200 Anti-Spam appliance provides industry leading effectiveness using a best-in-class spam filter with an end-to-end e-mail attack monitoring system. SonicWALL Anti-Spam self-updates every five minutes with current spam protection based on SonicWALL's daily evaluation of millions of business emails worldwide and takes less than 10 minutes a week to manage.

"SonicWALL blocked 1.4 million spam messages the first weekend we had it deployed," says Walker.

### The Future: Shifting the Focus back to Business

Walker is looking forward to fewer administrative headaches and more reliable security through an ongoing partnership with Specialized and SonicWALL. Now that Walker and his employees no longer have to spend hours every day fixing spam, they can now shift their attention to what they do best—taking care of business for their customers. "The ES 200 let our company get back to work as normal," says Walker.

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