

City of Alexandria decreases spam by 95 percent

City simplifies management of email security and gains ease of use with a SonicWall Email Security solution.



Customer profile



Company	City of Alexandria
Industry	Local Government
Country	United States
Employees	900
Website	www.cityofalexandria.com

Challenge

- High spam volumes
- Inefficient Barracuda solution

Solution

- SonicWall ESA 3300
- SonicWall ESA 4300
- SonicWall ESA Virtual Appliance
- SonicWall NSA 4500
- SonicWall Aventail SRA

Benefits

- SonicWall GRID Network
- User-managed junk boxes
- Integrated content filtering

“Since replacing our Barracuda appliance with SonicWall, we achieved a 95 percent reduction in spam reaching user mailboxes.”

Gary Walker, Network Administrator

The City of Alexandria is the parish seat of Rapides Parish in central Louisiana. The city has replaced its Barracuda® devices with a SonicWall Email Security Series solution, resulting in easier-to-manage, highly effective spam protection..

The challenge: overwhelming spam and inefficient Barracuda appliance

Alexandria has approximately 900 employees and 650 networked PC users distributed across multiple physical sites. The city must defend these users from significant volumes of spam.

“More than 90 percent of all email that hits our gateway is spam,” said Gary Walker, network administrator at the City of Alexandria.

Previously, the city had used Barracuda appliances.

“With Barracuda, it took forever to find specific blocked emails, and the Bayesian filtering was difficult to set up. It was extremely slow and could not deal with the volume of spam,” confided Walker. “It was also time-consuming for me because if someone was looking for an email, I had to manually go through the user’s filter and locate it.”

Walker sought a more comprehensive solution.

“When it came time to renew Barracuda, the cost was almost equivalent to a brand new appliance,” said Walker. “Our technology partner, Kinetix Technologies, recommended that we look at SonicWall Email Security. We were already familiar with SonicWall’s expertise in firewalls.”

The city had previously implemented SonicWall Network Security Appliance (NSA) Next-Generation Firewalls and Aventail® E-Class Secure Remote Access (SRA) solutions.

“After seeing a demo on SonicWall Email Security, we were convinced,” added Walker.

The city of Alexandria chose to deploy a SonicWall Email Security Appliance (ESA) 3300, ESA 4300 and Virtual Appliance.

“We are a big virtual shop,” explained Walker. “We rely heavily on VMWare and are deploying virtualized desktops. So the email security virtual appliance was a natural fit for our environment.”

The solution: SonicWall Email Security

SonicWall Email Security offers the city of Alexandria effective, high-performance and easy-to-use inbound and outbound email threat protection. Deployed as a hardware appliance and virtual appliance, the self-running, self-updating solution gives the city powerful protection against spam, virus and phishing attacks, while maintaining internal policy and regulatory compliance.

Comprehensive and scalable, SonicWall Email Security offers breakthrough message analysis and industry-leading message delivery rates. Email Security allows the city to protect their email effortlessly by combining anti-spam, anti-phishing, anti-virus, content filtering, policy management and email compliance capabilities in a single, seamlessly integrated solution.

The result: easy and highly effective spam protection

“Since I’ve deployed SonicWall Email Security, I have not had one problem,” reported Walker. We achieved a 95 percent reduction in spam reaching user mailboxes.” Walker continued: “I don’t have to set up a lot of rules. One of the advantages of SonicWall is the fact it leverages the GRID network. This means that it recognizes patterns of spam.”

“Ease of use is the main thing for the users. With SonicWall, they can manage their own junk boxes. They love it, and it saves me hours in troubleshooting.”

Gary Walker
Network Administrator

“With SonicWall, we have easily saved \$30,000, and will save an additional \$15,000 each year.”

*Gary Walker
Network Administrator*

The SonicWall Global Response Intelligent Defense (GRID) Network leverages a collaborative network of millions of business users to gather, analyze, and respond to cross-vector threats in real time. Every five minutes, the dynamic SonicWall GRID Network automatically updates SonicWall GRIDprint and IP reputation information for each SonicWall email protection solution. This ensures continuous communication, feedback, and analysis on the nature and changing behavior of threats. SonicWall Research Labs continuously processes this information, proactively delivering countermeasures and dynamic updates that defeat the latest threats.

“Ease of use is the main thing for the users,” remarked Walker. “With SonicWall, they can manage their own junk boxes. They love it, and it saves me hours in troubleshooting.”

The city has found that the solution pays for itself.

“With SonicWall, we have easily saved \$30,000, and will save an additional \$15,000 each year,” divulged Walker.

Walker has been pleased with SonicWall’s reliability.

“I had flashed the firmware on the Barracuda once and killed it. I had to wait a day for a new box to get shipped in,” stated Walker. “I have flashed firmware on the SonicWall several times, and never had a single problem.”

Integrated content filtering has given the city greater protection and flexibility.

“If someone comes in with a personal laptop, I’m not worried about where they are surfing, because if it is anything bad, it will be blocked,” affirmed Walker.

Feature consolidation has been another benefit.

“Devices can add up on a network,” acknowledged Walker. “Fewer devices mean fewer hops, and easier management. Because I can consolidate multiple features on a SonicWall appliance, I’m saving time, money, and the headache of knowing where to go look for a problem.”

Walker also appreciates the responsiveness of SonicWall support staff.

“The only time I ever had to call, SonicWall resolved my issue in five minutes.”

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