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Quality Smith, Kevin Bidwell, IT Manager

QualitySmith

BUSINESS CHALLENGE

Moving from an existing hardware solution to SpamTitan in a bid to reduce the volume of spam, reduce the workload of mail servers and to enhance the productivity of end-users.

THE SPAMTITAN SOLUTION

QualitySmith installed SpamTitan ISO to protect 80+ staff in 3 different offices from spam, viruses and other email-borne threats.

THE RESULTS

Spam almost completely eliminated.

Time savings of up to 10 hours per week

A 55% percent reduction in licensing costs

End-user experience and productivity substantially improved

Staff are able to manage their own spam settings, reducing the IT department's workload.

Moving to the SpamTitan software solution from a hardware appliance has made managing the IT (security) needs of 80+ employees straightforward and undemanding.

QualitySmith specializes in matching qualified customers looking for a wide variety of home improvement services with professional service providers. There are many divisions to the company including a Home division and an Auto division.

Their headquarters are located in Walla Walla, a small town in Eastern Washington. Washington CEO Magazine recently named QualitySmith one of “Washington’s Best 100 Companies to Work For.”

With the sourcing of skilled contractors a significant part of their work a large number of employees spend their workdays visiting websites and reading email. Because the company is growing rapidly, Quality Smith needs to manage that protection environment simply and easily. In 2008, the firm the company moved to SpamTitan ISO. The results include security-related time savings of up to 10 hours per week, a 55% percent reduction in licensing costs, and an unstressed and productive IT department.

THE CHALLENGE SITUATION

Initially Quality Smith relied on a Barracuda hardware appliance (Spam Firewall 200) to protect their email. They found this solution did not provide them with the low maintenance overhead and high levels of functionality that they required. At this point they began to evaluate other solutions. We downloaded a free 30 day SpamTitan trial and were very pleased that it was so easy to use and effective. “I liked very much the idea of being able to ‘trial before you buy’. The ability to evaluate the full version and see what it could do certainly gave us the confidence to go with SpamTitan,” he added. With SpamTitan I was able to use my own hardware! This lets me decide when I need to upgrade the hardware, and on my terms!” said Kevin Bidwell, Information Systems Manager.

Before trialling SpamTitan, Quality Smith were getting about 300k spam messages a day. The average end-user was receiving about 10 pieces a day. Following the installation of SpamTitan the daily spam levels dropped to less than 20k a day representing a decrease of over 93%. Due to the many frontline features incorporated in SpamTitan, 90% of the spam emails were blocked before even getting to the SpamTitan appliance. Consequently one of the biggest differences with their previous solution was the time that was saved in dealing with peoples complaints and IT issues related to spam. According to Kevin ‘ I never hear end-users complain about spam anymore. From a personal standpoint, I have not received a single piece of spam while under the protection of SpamTitan!’

“Since installing SpamTitan, I no longer worry about whether my spam solution is working or not, it just does!”



“I don’t know if I can quantify the time savings that the 80+ people at our company have enjoyed, but 40 of those people are sales reps, and every minute they are not dealing with spam, is another to make money”

QualitySmith

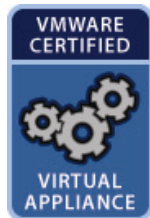
Quality Smith
Construction/Professional Services
Washington, USA

SPAMTITAN BENEFITS

Enterprise-class security. SpamTitan uses a range of technologies, including OCR, to ensure that 99% of spam is canned before it reaches the mail server. Industry-leading anti-virus engines from ClamAV and Kaspersky Lab ensure complete protection from viruses and other email-borne threats.

Rapid installation and easy management. SpamTitan can be installed and configured in under 30 minutes. End-users have control over their spam, reducing the workload on IT and reducing the chance of misidentification. Spam rules are automatically updated to ensure that new and emerging threats are rapidly blocked.

Low cost. SpamTitan is significantly less expensive than competing solutions, bringing enterprise-class security within easy reach of the smaller business.



SPAM  TITAN

