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Commtouch Helps Fides Do Away with Spam



The Challenge: Blocking Spam Consumes Resources and Puts Business Communications at Risk

With hundreds of email users spread across Europe, Africa and Latin America and customers around the world, Netherlands-based Fides depends on email for 80% of its sales and support.

"Email is the core of our business communications, so our IT department has always taken a serious stance against spam," said Ad Bakker, Technical Manager at Fides, a Gordano customer.

IT staff would spend endless hours trying to keep useless junk mail from cluttering employees' inboxes. Content filters were constantly updated with the latest keywords, but spammers just came up with more spelling variations. Spam continued to dodge the content filters and created a new problem – false positives, i.e. legitimate messages classified as spam. The damage caused by false positives was costly, as it meant employees were not receiving all of their legitimate business messages. IT was left no choice but to abandon content filtering and let the spam flow in unabated.

The Solution: 99% of Spam Blocked at Server and No False Positives

The cost of spam became too much to bear. Bakker turned to Fides' long-time messaging provider Gordano for a serious solution. Gordano immediately signed Fides up as a beta tester for the Commtouch-enhanced Vanguard enterprise-class anti-spam and anti-virus protection.

"The Commtouch-enhanced solution works great, we are very happy," Bakker said. "98-99% of spam is blocked at the mail server and only a very small percent of 'suspicious' messages reach the end user, who is able to make the final call and ensure no false positives."

Organization

Fides is active in the breeding and propagation of cut chrysanthemums, pot plants and seasonals. This global company has hundreds of email users across three continents.

Services

Commtouch Anti-Spam and Zero-Hour™ Virus Outbreak Protection

Core Benefits

No More Spam– 99% of spam automatically blocked

No False Positives– Users make the final call on a small amount of 'suspicious' messages

Increased Security –Zero-Hour AV blocks viruses that traditional AV alone would miss

Greater Productivity – IT employees can focus on managing the network, not manually preventing spam

Commtouch

Commtouch Software Ltd. (NASDAQ: CTCH) is a global developer and provider of proprietary anti-spam, Zero-Hour virus protection and Reputation Service solutions. Using core technologies including RPD (Recurrent Pattern Detection™), the Commtouch Detection Center analyzes billions of email messages per week to identify new spam and malware outbreaks within minutes of their introduction into the Internet.

Vanguard

Gordano's Vanguard offers comprehensive, enterprise class, spam and virus protection to multiple internal servers, including Microsoft Exchange, Groupwise, IBM/Lotus Domino and the Gordano Messaging Suite.



The Commtouch technology protects against all types of email-borne threats. In addition to solving the spam problem, Vanguard also offers Commtouch Zero-Hour™ Virus Outbreak Protection to shield against email-borne malware from the first moments of an outbreak – and right through as new variants emerge.

“Since most viruses penetrate via email, the Zero-Hour virus outbreak detection gives us the extra protection needed against today’s fast viruses,” added Bakker.

“Vanguard filters incoming mail at the perimeter, taking care of spam and email-borne malware at the network edge increases security and takes the burden of messaging servers,” explained John Stanners, CEO of Gordano. “Enterprises like Fides are reaping the rewards.

Ad Bakker puts it even more simply: “They take care of the problem for you!”