



“False-positives were crippling our organization and email was unreliable. Sendio has eliminated the 600 weekly false positives and 35 hours each week we were spending on spam.”

Ayodeji Fisayo Ayodele
IT Networks and Infrastructure Administrator, Access Bank Plc.

SITUATION

Access Bank Plc. is Nigeria's seventh largest bank by assets, with more than 2 million customers, branch locations around the world, and funds in excess of \$1.6 billion.

According to Ayodeji Ayodele, Access Bank's IT Network and Infrastructure Administrator, "email is the heartbeat of the organization" and their mission-critical tool for not only core banking applications, but for all units, departments, and subsidiaries. But their IT department of approximately 50 struggled with a detrimental spam problem that plagued their nearly 2000 users with thousands of spam messages daily and consumed nearly seven (7) hours of IT staff time each day.

In addition, their work with a large volume of highly time-sensitive "Letters of Credit" was particularly troublesome for their current filter-based solution - references to monetary values and currency caused these critical messages to be flagged as spam and directed to a junk folder.

At the end of any given week the organization had faced nearly 600 critical false positives, spending two hours each day searching for these messages to avoid potentially disastrous consequences. Knowing that the strain on resources and productivity would only multiply with the company's growth, Access Bank sought out a more effective solution.

SOLUTION

Access Bank evaluated a number of solutions while also considering Sendio, including Cisco IronPort® and the Barracuda Spam Firewall. But upon closer examination, "it was readily apparent that Sendio utilized an entirely different approach to email protection - one that was specifically designed to overcome the inherent weaknesses of the other spam filter technologies," said Ayodele.

"We decided to deploy Sendio when we learned through notable industry experts and third-party reviewers that the Sendio solution blocks 100 percent of spam and would eliminate our false-positive problem," said Ayodele.

Sendio allowed Access Bank to create their own unique self-managing email communities that included all of their contacts and partners, while excluding people sending junk mail with no business value. Instead of trying to categorize and grade the content of email messages, the system focused on the senders of messages.

RESULTS

After a seamless deployment of the Sendio solution, Access Bank email users regained control over their inboxes and no longer burden IT staff with email-related help-desk request. As a result, IT staff time spent managing spam has been reduced to nearly zero. "We spend just a few minutes each day managing email and doing routine checks rather than hours," said Ayodele.

"Before Sendio, false positives were crippling our organization and email was unreliable. Sendio has eliminated the 600+ weekly false positives and 35 hours each week we were spending managing spam. We now have confidence in Sendio's ability to block invalid messages without also mistakenly tagging mission-critical communication as spam. We don't spend unnecessary time dealing with abusive email or viruses, and our time has been freed up for more important projects," said Ayodele. "Sendio is an instrumental part of our email infrastructure."