



"Sendio's ESP is an unbelievable product that has finally taken the stress out of managing spam for both the users and myself!"

Tom Balthasar
IT Director, Cellino & Barnes

SITUATION

Cellino & Barnes is a mid-sized law firm headquartered in Buffalo, NY with offices and clients across the state. The firm's 160 users depend on e-mail as one of their primary communication and collaboration tools, but in early 2008, the firm's IT Director, Tom Balthasar was growing increasingly concerned over the security and vitality of this important application.

The filter-based e-mail security solution in place was blocking some spam, but in the process was also stopping legitimate e-mails from reaching user's inboxes (false-positives). Balthasar was encountering nearly 100 false-positives monthly and spending up to thirty minutes each day scanning to avoid these - "from a security and efficiency perspective, this was a big deal, we never knew which one of these e-mails might be critical and it was a constant concern for the department. In a legal environment, it's extremely important that our users are receiving all of their legitimate e-mails."

In addition to the significant mindshare the system consumed, Balthasar regularly had to spend between one and two hours walking the system through "automatic" updates that required IT department time and intervention when update files were found to be corrupt. Failed updates resulted in system down time, users being "slammed with spam," and an e-mail application that was unreliable and ineffective.

SOLUTION

As one of only two members of an IT department supporting four offices, Balthasar relies heavily on best-in-class IT solutions (that are also highly efficient from a management perspective) to secure the organization's network and provide user-friendly application experiences.

However, when it came to their e-mail security solution, Balthasar "knew there had to be a better way - the filtering technology we were using was broken. Sendio offered the only unique approach to the problem that would really address the key issues we were facing." The Sendio ESP utilizes Contact Checking, not content scanning, to block spam and eliminate false-positives. Believing that people, not filters, should choose who they interact with, Sendio guarantees delivery of all clean messages and protection from e-mail borne attacks.

As the only enterprise e-mail security solution that uses Contact Checking on the market, Sendio offers a more effective and truly unique approach to e-mail security. In addition, the solution is deployed as a hardware device that prevents spam from reaching corporate servers and acts as a protective buffer for an organization's e-mail infrastructure, freeing up valuable network bandwidth and reclaiming lost resources.

RESULTS

"We've seen an incredible difference since implementing the solution. There is no spam coming through anymore, we no longer have to worry about false positives and our users are finally in control of their e-mail," which has saved Balthasar a huge amount of time. "The IT time required to manage our previous filtering solution is just no longer necessary with the ESP - we've saved at least a half an hour each day - time that used to be spent on updates and managing the system."

Automatic updates, an easy-to-use Graphical User Interface (GUI), and Sendio's SilverListing technology (a process that provides a protective buffer for the organization's e-mail server), have provided Balthasar with an e-mail security solution that "requires no ongoing time or maintenance, truly secures our e-mail and allows both users and myself to focus on more critical tasks."

In addition to these advantages, peace of mind was also a significant benefit the Sendio solution offered Balthasar, "Sendio's ESP is an unbelievable product that has finally taken the stress out of managing spam for both the users and myself!"