



Community College Controls Spam with Trend Micro™ InterScan™ Messaging Hosted Security

Resource and budget constraints made it particularly challenging for Santa Fe Community College to solve their growing problems with spam. With email traffic for 2,200 faculty and staff members and more than 20,000 current and past students, the spam problem was impacting mail server performance and the productivity of all users.

“We knew we needed a better solution. Luckily, we talked to a Trend Micro representative and found InterScan™ Messaging Hosted Security with advances in spam protection that could greatly minimize our in-house efforts and give us improved protection at the same time.”

— Steve Williamson
Systems and Operations Manager
Santa Fe Community College

KEY BENEFITS

- Significantly reduced spam rates with advanced solution
- Minimized in-house resources required to manage spam
- Eliminated spam-related performance degradations on mail servers
- Leveraged affordable solution without exceeding budget limitations

Spam Becomes More Invasive at Santa Fe Community College

Located in Gainesville, Florida, Santa Fe Community College is part of the Florida state Community College system where email serves a vital role, connecting students and staff with the global academic world and their partners in industry and government. Increasingly, spam attacks have invaded this vital communication channel for the college. Every email user has been impacted with emails delayed, time wasted deleting spam, and system performance degraded.

Even though the college's IT team was able to develop their own spam protection software, it took too much time – about one half of one person's time – to continually modify the scan routines and intervene when servers were bogged down and in need of manual cleanup. Besides consuming time, the spam problem required dedicated servers for continually running the email scanning software.

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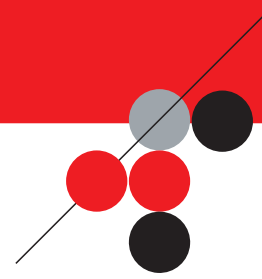
High-Level Project Goals

- Reduce burden on IT by solving the spam problem
- Eliminate custom spam solutions that are time-consuming to support
- Reduce the performance burden on email servers for spam scanning
- Select a long-term solution that fits the college's budget

Why Trend Micro?

Trend Micro hosted services for spam blocking fit the needs of the Santa Fe Community College environment perfectly. Not only was Trend Micro™ InterScan™ Messaging Hosted Security easy to deploy, it was efficient and affordable. “Our team was able to focus on projects of interest, resulting in improvements in our environment instead of trying to keep up with spam,” stated Williamson.

Hosted by Trend Micro, the service was easy to deploy for the college campus. Once started, it required no intervention by the Santa Fe team. The servers that were previously dedicated to spam control were reallocated to other projects, and the email servers operated more efficiently with the reduction in spam. “This was the first hosted solution that fit our budget,” said Williamson. “We'd looked at other alternatives in the past, but they didn't meet our needs or our budget and we thought that we were stuck fighting a losing battle on our own.”



Satisfaction for IT and End Users

When the IT group implemented InterScan Messaging Hosted Security, users saw instant results. The feedback was consistently positive - users saw the immediate elimination of the majority of spam that previously hit their in boxes.

The Trend Micro service has been a pain-free solution for the college campus. The spam protection does not interfere with the other security solutions developed and deployed on the campus network. With a small team in the IT group, it was important to avoid any unnecessary changes, especially any that would impact users.

"Moving to a Trend Micro hosted service has met all of our goals for today," said Williamson. "It also gives us confidence that we have an industry leader helping us stay ahead of this problem in the future. We know that this is just one weapon in the Trend Micro arsenal and that we can add to our deployment later, if needed."

All the Control with Simplified Administration

Today, the IT group pays little or no attention to the spam situation. With its Web-based management console, Trend Micro Email Security Services gives them control of their solution if configuration changes are required, but day-to-day operation is transparent to the IT group. The college network benefits from 24x7 continuous updates from TrendLabsSM and the Threat Prevention Network, keeping them up to date and protected as spam threats evolve.

Already familiar with spam and the techniques that can be applied for blocking, the IT group at Santa Fe Community College was confident that the Trend Micro solution was optimally addressing the problem. Specifically, the group cites advanced heuristics, signature filters, and black lists and white lists (a feature that is available to administrators with the InterScan Messaging Hosted Security, Advanced level service). In particular, expanded language support and multi-lingual content filtering are features that complement the collaborative nature of academic projects.

"Our entry into the world of hosted security solutions has been very positive," summarized Williamson. "From an economic viewpoint, it makes a lot of sense. We've replaced a drain on valuable in-house resources with a predictable expense."

Corporate Profile

Santa Fe Community College • Gainesville, Florida • www.santafe.cc.fl.us

Santa Fe Community College is a dynamic, innovative learning community committed to academic excellence, academic freedom, and intellectual pursuit. The school stresses individual and social responsibility, and strives to create an open environment that fosters life-long learning.

Industry/Vertical: Higher Education • **Employees:** 2200

TREND MICRO PRODUCTS

Trend Micro InterScan Messaging Hosted Security

<http://us.trendmicro.com/us/products/enterprise/inter-scan-messaging-hosted-security/>

Trend Micro, Inc.

Trend Micro Incorporated is a pioneer in secure content and threat management. Founded in 1988, Trend Micro provides individuals and organizations of all sizes with award-winning security software, hardware, and services. With headquarters in Tokyo and operations in more than 30 countries, Trend Micro solutions are sold through corporate and value-added resellers and service providers worldwide. For additional information and evaluation copies of Trend Micro products, visit our Web site at www.trendmicro.com.

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