



## Netbox Blue holds back St Margaret's spam avalanche

One of Queensland's top private schools has dramatically reduced the time its staff spend dealing with frustrating and offensive spam with the SecurED solution from Netbox Blue. IT staff members at St Margaret's Anglican Girls School were spending an average of six days a month managing the school's email. Now, with SecurED in place, they spend less than 15 minutes a month. The massive time saving has enabled the IT department to take on a major systems upgrade and more effectively handle the day to day running of the network for the school's 880 students and 180 staff members.

"Having Netbox SecurED is a huge benefit for the school," St Margaret's Anglican Girls School IT Manager, Tony Leyland says. "It paid for itself very quickly, because we're not wasting time on spam issues and teachers and staff aren't wasting time trawling through quarantine folders and dealing with junk mail."



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## Spam bombardment causes headache for staff and IT department

Prior to installing SecurED, St Margaret's Anglican Girls School was faced with the dual dilemma of an avalanche of spam and a high number of false positives. The previous solution was blocking legitimate email while letting through the junk mail.

"We had so many complaints from staff. They were having to deal with false positives, which means they had to come to us to have legitimate email released," Mr Leyland says.

Some users were being bombarded with hundreds of junk emails a day. The spam was not only a time consuming problem for staff, it was often highly offensive. Even if offensive email was blocked, it still appeared in the quarantine folder, which staff were forced to trawl through every morning to retrieve legitimate email that had been blocked.

"We had to do something about it. The product needed a lot of maintenance, we were spending about a day and a half a week on it and it really wasn't effective. We were looking for a solution that could alleviate the pain," Mr Leyland says.

## Netbox SecurED ends spam pain



St Margaret's Anglican Girls School turned to Netbox Blue for an answer. The SecurED solution, which provides an integrated suite of features including advanced firewall, spam filtering, internet management and cyber bullying control, was deployed.

"We immediately saw the benefits of SecurED in how the spam problem just went away. People called us to thank us and say it was great," Mr Leyland says.

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SecurED effectively blocks 96% of all email coming into the school, with 99.997% of spam blocked at the pre-delivery level, before the email body is even downloaded from the internet. This saves over 10 GB of internet bandwidth and charges. It frees up bandwidth for education critical applications, improving the speed of the network and dramatically reducing the time IT staff spend managing the system. SecurED is a set and forget solution that requires little ongoing maintenance.

"When my assistant and I look at the SecurED interface we actually have to work out how to use it again, because it could be two to three months before we have to use it. I'd say on average we might spend 15 minutes a month managing spam now," Mr Leyland says.

The IT department fine tuned their spam filtering, by setting up a policy to block all email that contained offensive language. In this way, nothing that offends staff or students can pass through the gateway. The SecurED offensive language dictionary is also the basis for the Cyber Bullying Prevention Engine, which can be used to filter inappropriate email between the school and outside as well as email between students.

Regular reports on email use also provide a complete picture of email traffic in and out of the network. It gives IT staff complete transparency and enables them to deal with problems quickly and efficiently.

"I would give the Netbox SecurED solution a very high rating," Mr Leyland says. "The solution is effective and it's very flexible, so we can tailor it to our needs. I am also very impressed by the Netbox Blue support, it's outstanding. I would recommend SecurED to other schools."

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#### **About Netbox Blue**

Netbox Blue is a leading provider of internet and email security, filtering and management solutions. Netbox Blue provides organizations with the tools to protect their network from internal and external threats, control data leakage and ensure staff use the internet productively. The company offers a broad portfolio of products and services including Unified Threat Management appliances, email filtering appliances, soft appliances (for virtual environments) and OEM-ready solutions. The company was established in 1999, is privately held and is based in Australia. Netbox Blue has a presence in 18 countries and has partnerships and distribution agreements with some of the world’s largest IT providers.

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