



DEK Halts Spam with Barracuda Spam Firewall

Barracuda Networks Provides Complete Email Security Protection for Leading Provider of Screen Printing Technologies

About DEK

DEK is a leading provider of equipment and processes for the high accuracy mass imaging of electronic materials. The UK-based company has developed screen printing technologies for leading-edge electronic assemblers since 1969. Through the combined strength of machines, stencils and screens, consumables and process support products, DEK delivers total support for their customers' materials deposition processes.

To assure that its customers continue to receive this high-quality support and service, it is necessary for DEK employees to have solid, uninterrupted means of communication within the organisation as well as with customers. In the years preceding 2005, DEK struggled with keeping email, one of its most important communication channels, flowing due to increasing amounts of unsolicited email hitting employees' inboxes.

Spam wastes DEK time and resources

The legacy email filtering system DEK relied on was not efficient in stopping the massive amount of spam that was bombarding the company's more than 800 globally-based email users who were located both in the field and 18 satellite offices. According to Chris Bill, IT security analyst at DEK, an estimated 20 percent of spam was getting through to its email users.

When DEK's MIS department originally began filtering email it was to ensure compliance, however spam had become a primary issue. Illegitimate email was wasting employee time and resources. Previously, the MIS department would check its email filter periodically. However, this became nearly a full-time task, which included the risk that a genuine email, possibly an order from a long-standing customer, could be inadvertently deleted.

"Every working day, a member of the helpdesk team would spend at least three to four hours sifting through the received messages to both try to block spam messages and release any genuine messages that may have been blocked," said Bill. "I cannot begin to think how much time was wasted by employees."

Finding a new, reliable, email security solution

Plagued by complaints from frustrated users who had to wade through massive amounts of spam as well as those who had lost important emails, Bill was tasked with finding a more suitable and capable email security solution.

With the increase of spam also came an increase in the threat of email-borne viruses and malware. Bill and the MIS department knew that they needed to find a complete email security solution that could provide protection against these ever-present threats.

Along with putting a stop to spam and protecting users from viruses and malware, compliance with internal policies was still paramount to DEK. The MIS department and DEK management were keen to stop inappropriate content from entering the company and they also needed to ensure that employees did not send email that might include inappropriate language or content to customers.

"We needed a product that would be easy to use, stop spam and viruses, help us with compliance and that would stay within our budget," said Bill. "I thought we might be asking for too much."

"The Barracuda Spam Firewall does what is says on the tin: It stops spam, helps with compliance, protects our email users from viruses and needs very little maintenance."

-Chris Bill
IT Analyst
DEK



Barracuda Spam Firewall 400 Fast Facts:

- Services up to 5,000 active email users
- Compatible with all email servers
- Easy plug and play installation
- Per user settings and quarantine
- Clustering for redundancy and added capacity

Barracuda Spam Firewall stops spam and helps ensure compliance

After researching and evaluating several solutions, Bill spoke with a Hertfordshire-based IT company which has been recommending Internet security products to DEK since 2000. The IT company recommended a Barracuda Spam Firewall and Bill was pleased to learn that Barracuda Networks offers a 30-day free evaluation unit.

"It was difficult to test a potential product fully as it required (simulating real email traffic using) large volumes of unsolicited email to test effectively," said Bill. "This is why a 30-day evaluation unit from Barracuda Networks was put straight into a live environment, not something we would do lightly, but the benefits were immediately obvious."

The results were impressive; spam virtually disappeared from users' inboxes soon after the Barracuda Spam Firewall 400 was installed. In addition, the Barracuda Spam Firewall provided complete protection against email-borne viruses and malware. Further, the entire Barracuda Spam Firewall line features simultaneous inbound and outbound email filtering with the inclusion of sophisticated outbound email filtering techniques, such as rate controls, domain restrictions, user authentication (SASL), keyword and attachment blocking, dual layer virus blocking, and remote user support for outbound email filtering.

Bill and DEK's MIS department were also pleased by the Barracuda Spam Firewall's per-user settings and quarantine.

"One man's spam is another man's ham and with the Barracuda Spam Firewall users can decide for themselves which email is to be whitelisted and which not," said Bill. "I may be interested in my weekly fishing e-zine but perhaps no one else is."

DEK was so impressed with the results of the trial and the Barracuda Spam Firewall's affordable price that the company purchased four Barracuda Spam Firewall models. DEK has two mail gateways; the primary MX in its UK headquarters, and a secondary MX in its office in Germany. The company purchased two Barracuda Spam Firewall 400s and placed one on each gateway, in a clustered environment for redundancy. This allowed the units to share one rule base and users needed only to access one site to check their own quarantine areas.

DEK also purchased two Barracuda Spam Firewall 300s for outbound email filtering in both the UK and German offices. Internal mail servers direct email to the Barracuda Spam Firewalls in outbound mode via a fake MX zone which ensures that the most available Barracuda Spam Firewall receives the email to send out, which reduces the risk of downtime due to connectivity issues.

Barracuda Spam Firewall continues to impress

"We went from receiving approximately 20 percent of the spam email sent to us to about two percent, with extremely low false positives – those numbers speak for themselves," said Bill.

Bill continues to be impressed with the Barracuda Spam Firewall. According to Bill, between January 2005 and October 2007 DEK received 4.3 million emails of which only 850,000 were allowed as legitimate email.

"The Barracuda Spam Firewall does what is says on the tin: It stops spam, helps with compliance, protects our email users from viruses and needs very little maintenance," said Bill.

Overall, the Barracuda Spam Firewall has saved DEK an immeasurable amount of time and resources.

"Previously we had someone virtually full-time manually sifting through the email to determine what was spam and what was not," said Bill. "The time this person spent doing a miserable job is now spent doing something more interesting and constructive."



About the Barracuda Spam Firewall

The Barracuda Spam Firewall is available in seven models and supports up to 30,000 active users with no per user licensing fees.

Its architecture leverages 12 defense layers: denial of service and security protection, rate control, IP analysis, sender authentication, recipient verification, virus protection, policy (user-specified rules), Fingerprint Analysis, Intent Analysis, Image Analysis, Bayesian Analysis, and a Spam Rules Scoring engine.

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The Barracuda Spam Firewall's layered approach minimises the processing of each email, which yields the performance required to process millions of messages per day.



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