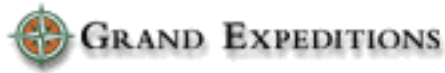


Case Study



**Simplifying Security to Help
Ensure Unique Adventures**

THE SITUATION

At Grand Expeditions, email is vital internally (for planning and communication) and externally (for sales and customer relationship management). Consequently, downtime, lost messages, and false positives are simply unacceptable. But of the 15,000 to 20,000 inbound messages received each day, approximately 85 percent are spam, viruses or email-borne attacks.

“Before we installed the IronPort® appliance, we were experiencing excessive spam throughout the entire organization,” says Laurence Frank, Grand Expeditions’ Vice President of Information Technology. “We were also experiencing system hangs on the old device, and that affected our email servers.”

Support from the company’s old vendor was not adequate. The gateway needed frequent reboots, and was passing spam through to the Microsoft Exchange 5.5 and Exchange 2003 servers, which were suffering as a result. Employees, some of whom were targeted by up to 500 spam messages per day, were also experiencing a drain on their productivity.



Before the IronPort appliances were installed, it seemed like we had no control of spam, but now spam is 100 percent under control. ”

GRAND EXPEDITIONS AT A GLANCE

Headquarters: Coconut Creek, FL
Locations: 7 offices in the U.S., parent company in the U.K.
Services: Upscale Travel
Employees: 600+ worldwide, 150 in the U.S.

THE IRONPORT ADVANTAGE

- Reduced spam complaints to nearly zero
- Virus prevention at network perimeter
- Major productivity improvement company-wide
- Improved system uptime
- Reduced administration time by 75 percent



TECHNICAL CHALLENGES

To solve the inbound spam problem, Frank says the company needed a straightforward, highly reliable system with good vendor support. Anti-spam services were not regarded as viable, he explains, because the company needs to own and control its mail system.

“We were looking for a low maintenance, high yield device,” Frank says. Other important requirements were ease-of-use, ability to integrate with other technologies and system redundancy.

Given the size of the company’s IT department, reducing the amount of administrator time devoted to system maintenance, answering inbound help desk calls and managing virus cleanup were also important considerations.

THE IRONPORT SOLUTION

In April of 2005, Grand Expeditions replaced its legacy gateway servers with two IronPort C10™ email security appliances. Designed to meet the needs of small and medium enterprises and satellite offices with up to 1000 users, the IronPort C10 is built on the same robust platform that protects the email infrastructures of major Global 2000 companies.

The IronPort solution has greatly reduced the load on the company’s Microsoft Exchange servers, as well as the amount of spam seen by end-users and top executives. “It took less than thirty minutes to install the IronPort appliance, and the feedback from everyone in the company has been fantastic,” Frank says. “In the six months of running the device, I can count the number of spam complaints on one hand.”

Frank estimates that the time devoted to mail system maintenance has been reduced by 75 percent. “I like the hands off approach to management, the high effectiveness in stopping spam, and the reporting I get with IronPort,” he adds. “The system has proved to be extremely reliable and requires very little interaction from my staff, except for configuration changes.”

Though they run in the background almost unnoticed, Frank has seen IronPort Virus Outbreak Filters™ detect outbreaks in real-time, hours before signatures used by reactive anti-virus solutions are updated. For example, the Sober-N attack in May, 2005 was stopped by IronPort Virus Outbreak Filters two to four hours before signature files were available.

“For the whole organization, our end-user productivity has improved,” Frank says. “IronPort was a great partner through the entire sales, evaluation and implementation process.”



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IronPort Systems, a Cisco business unit, is a leading provider of anti-spam, anti-virus and anti-spyware appliances for organizations ranging from small businesses to the Global 2000. IronPort appliances utilize SenderBase, the world’s largest email and Web threat detection network and database. IronPort products are innovative and easy-to-use—providing breakthrough performance and playing a mission-critical role in a company’s network infrastructure.

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