

# Case Study



## Handling Email Security for a Regional Telecommunications Leader

### OVERVIEW

Panhandle Telephone Cooperative, Inc. (PTCI) dominates its market area – providing a full range of telephone, cellular, Internet and television services to commercial and residential customers. With roots dating back to the mid-1950s, PTCI has long delivered exceptional customer service and advanced product offerings in the dynamic communications arena. To maintain its competitive edge, the company required an email security solution able to stand up to today's complex threats.

#### PANHANDLE TELEPHONE COOPERATIVE AT A GLANCE

Business: Comprehensive communications provider, offering high speed Internet, residential and business telephone service, cellular phone service, digital interactive and cable television

Email Users: Over 11,000

Service Area: Over 6,450 square miles

Headquarters: Guymon, Oklahoma

#### THE IRONPORT ADVANTAGE

- Easy manageability with a 75 percent reduction in operating costs
- Robust performance with no system crashes or downtime
- Industry-leading spam and virus filtering at the network perimeter
- Up to six million suspicious messages blocked daily
- Non-intrusive, reliable results for maximum user satisfaction



We had to fight with our previous system, which constantly crashed and lost customer emails. We've not had a single incident with the IronPort solution since it was installed over a year ago. It's just a great product. ”

— Rick Kerr, Broadband Network and Data Services Supervisor  
Panhandle Telephone Cooperative, Inc.



**THE SITUATION**

Panhandle's previous security systems failed to meet the demands imposed by increased email traffic volumes, including system stability and heightened pressures on network management. Realizing it needed to upgrade its security system, PTCI researched Barracuda, Tumbleweed and IronPort®. Based on that review, and the testimonials of satisfied customers, the company selected the IronPort C-Series™ to provide the stability and security it required.

**TECHNICAL CHALLENGES**

As the organization grew, so did its number of email accounts. Today, PTCI has in excess of 11,000 users who expect rapid and reliable email service. Among its email security requirements, PTCI demanded a system that could provide maximum throughput of heavy volumes of email without crashing and compromising the integrity of its system. The system had to be non-intrusive to customers and easy to manage and maintain – freeing network administrators to focus their time and energies where they were needed most.

**THE IRONPORT ADVANTAGE**

Powered by IronPort's proprietary AsyncOS™ operating system, IronPort email security appliances run on a high-performance MTA platform, which delivers best-of-breed protection through robust, preventive and reactive technologies as well as the hassle-free management.

With IronPort at its network perimeter, PTCI reports up to six million suspicious emails blocked per day and a 75 percent reduction in associated operating costs. "The feedback from both the user base and management is very positive," said Rick Kerr, PTCI's Broadband Network and Data Services Supervisor. "We are extremely pleased with IronPort."

PTCI credits such satisfaction to the power of IronPort's SenderBase®, which stands at the heart of features such as IronPort Reputation Filters and IronPort Virus Outbreak Filters™. By collecting data on more than 30 percent of the world's email and Web traffic, SenderBase monitors the highest volumes to provide immediate threat detection. IronPort's SenderBase instantaneously examines more than 90 different email parameters and 40 Web traffic parameters, making it easier than ever to spot incoming trouble.

This source of security – combined with IronPort's sophisticated, yet easy management, real-time monitoring and reporting capacity – ensures that PTCI network managers have the information and performance they need without investing time and resources to operate at maximum efficiency. What does Kerr see as the system's best feature? "From an ISP perspective, it's stability and ease of use. No matter what, I can rely on the IronPort appliance to do its job every day."

**IronPort Systems**

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IronPort Systems, now part of Cisco, 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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