

Bargreen Ellingson Puts the Lid on Viruses, Phishing and Malware



Bargreen Ellingson: Serving Those Who Serve Others

Since 1960 Bargreen Ellingson has provided restaurant equipment, restaurant, kitchen and bar supplies, and restaurant design services to fine restaurants throughout the Northwest, Hawaii and Canada. They carry over 10,000 different products, specializing in hard-to-find items. Each location offers a multitude of services including restaurant design, project management, installation and delivery.

Situation

Bargreen Ellingson's e-mail users were being barraged with spam. The content ran the gamut from ads for Viagra, to financial phishing, to Nigerian money laundering schemes. Employees were complaining about the sheer volume of spam—some of it offensive, all of it distracting and time-consuming.

Customer Profile:

Organization:

Bargreen Ellingson

Country: United States

■ **Industry:** Restaurant equipment and supplies

Users: 250

■ **Locations:** 12

URL: www.bargreen.com

Challenges:

- Productivity declined due to spam
- Computers were in danger from phishing attacks, malware, spyware and viruses
- Employees at risk of exposure to offensive or inappropriate sites
- Bandwidth was eaten up by spam

Competition:

ASSP, Tumbleweed Appliance

Solution:

MailControl, powered by BlackSpider

Benefits:

- Employee productivity increased
- Computers protected from malicious software
- Spam virtually eliminated
- IT burden eased by on-demand solution
- Bandwidth preserved

E-mail complaints started pouring in to Daryl Ehrenheim, network administrator for Bargreen Ellingson. Ehrenheim is responsible for servers and services for 250 computers, 60 of which are laptops belonging to mobile users. The company has computers in a dozen locations throughout the Northwest and Hawaii. As Ehrenheim started to investigate the increasing spam complaints, he noticed a corresponding impact on the company's Internet bandwidth. He was concerned about some of the risks associated with spam, such as viruses, phishing attacks and unintentional malware or spyware downloads. He had to find a solution.

Ehrenheim is a fan of open-source software, so he initially experimented with ASSP, an open-source solution. He developed black lists and white lists and calculates he spent four or five hours per week, just trying to keep his lists current. He quickly realized he had issues with the product configuration—and trying to manage the product simply took too much time. While he was working out those issues, he also had to deal with employees missing critical e-mails because of over-filtering. Requests to allow or disallow e-mail addresses were beginning to pile up. He researched a variety of alternatives, such as the

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**Daryl Ehrenheim,
network administrator, Bargreen Ellingson**

Tumbleweed Appliance, but none of them seemed to provide the spam protection he needed in an easy-to-manage format. He called Northwest Computer Support, a solutions reseller, for advice, and was introduced to the managed service offered by SurfControl® MailControl™.

Solution: MailControl, powered by BlackSpider Technology

Ehrenheim decided to give the MailControl solution a try for the 30-day evaluation period. His reseller installed the service, and Ehrenheim was happy to discover that the product was straightforward and very effective. When he began looking for a solution, his company was receiving 15,000 to 20,000 e-mails per day. Out of those, only 3,500 to 4,000 were relevant business messages. That meant 85 percent

of e-mail entering the server was spam. Ehrenheim was delighted to see that MailControl quickly put a stop to most of his spam problem, “If you compare MailControl to what we were using before, it's like night and day!”

Benefits Increased Productivity

Ehrenheim isn't sure how much time staff previously spent on spam clean up, but he is confident that MailControl has removed one of their greatest distractions—spam. “One of the attractions of MailControl was that I didn't want my users to have to change the way they already work,” he says. When asked if employees are happy with the MailControl solution, Ehrenheim says that employee complaints have all but disappeared: “When I don't hear from them, it means that they are happy.”

Managed Service Eases IT Burden and Saves Bandwidth

Besides finding the service intuitive and easy to set up, Ehrenheim felt that the price-point was right where he wanted it. But he stressed that the decision was more than just a monetary one. “We've reduced the amount of traffic on our network, which is invaluable. If I had an appliance sitting here at my location, all those e-mails would still be using my T1 pipe to get in. I'd still be generating a lot more Internet traffic than needed.” MailControl stops spam out “in the cloud,” before it ever reaches the gateway, saving crucial bandwidth. Real-time online management tools make it easy to define and enforce security policies. The end-user self-service and quarantine management tools relieve the burden on IT staff, and the on-demand statistics and message reporting help Ehrenheim understand what's happening on his network.

Reduced Exposure to Malware, Spyware, Phishing Attacks and Viruses

Unregulated spam is an invitation to an IT nightmare. With MailControl, Ehrenheim is assured that spam and all its attendant risks in the guise of malware, viruses, spyware, etc. no longer pose a threat. The spam problem has been alleviated, not only for the staff, but for the company as a whole. He sums up by saying, “The real benefit for us is that most of the spam never even hits our network.”



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