

ABOUT BISHOP GROSSETESTE UNIVERSITY COLLEGE LINCOLN



Established in 1862, Bishop Grosseteste University College Lincoln is a small, independent Anglican University College in the HE sector. The university college has a particular focus in the area of teacher education. There are separate degree programmes in Drama in the Community, English Literature and Heritage Studies as well as a number of Foundation Degrees in Cultural Events Management, Early Childhood Services and Educational Studies for Teaching Assistants.

Our IT facilities are situated across the campus and every student has an email account and Internet access. Students have the opportunity to develop IT skills through our IT workshops.

Information Technology Services is responsible for providing Academic and Administrative Computing and Networking, Management Information Systems, Telecommunications, Audio-visual, along with Training and Support for centrally managed teaching spaces.

THE PROBLEM

Email is the lifeblood of communications for Bishop Grosseteste University College Lincoln. Staff use email to communicate both with students and external bodies. The issue of how to prevent unsolicited commercial email, or 'spam', is serious. The university college had noticed

Case Study Bishop Grosseteste University College Lincoln

Email Protection, Management & Compliance

a substantial increase in the amount of spam reaching and getting through their current email filtering system. Staff inboxes were clogged on a daily basis with unwanted messages and some staff complained about the content of these emails. Time was regularly wasted deleting these messages and in the deletion process legitimate emails were sometimes accidentally erased.

THE SOLUTION

Bishop Grosseteste University College Lincoln changed its existing email filtering provision to Email Systems, an email management solution offered by Altman Technologies. This is a fully managed remote system, blocking inbound email threats and ensuring that outbound message content adheres to the university college's email policies.

Altman Technologies now protect approximately 2,000 campus-wide email users from spam and malicious email threats.

A Microsoft Exchange email server now handles the university college's mail volume. Prior to implementing Altman Technologies' email management solution the university college used a locally hosted system at the gateway, but this system proved inefficient in dealing with the amount of spam still reaching the university college's mail server.

THE BENEFITS & RESULTS

Since implementing the Email Systems solution, Bishop Grosseteste University College Lincoln has seen a 97 percent reduction in the amount of spam and malicious email activity.



COMMENTS

Richard Corn, Information Systems Manager at Bishop Grosseteste University College Lincoln said:

“During a market testing period I tested multiple anti-spam solutions before selecting Altman Technologies’ email management solution. This decision was based on the accuracy of the Email Systems service in identifying and stopping spam and other email threats before they reach the university college’s network.

The benefit of a remote hosted solution is that the spam is removed prior to reaching our external connection, thus freeing up valuable bandwidth. With this solution Bishop Grosseteste University College Lincoln is continuing to monitor spam and is actively promoting a spam free environment.”

Richard Corn
Information Systems Manager
Bishop Grosseteste University
College Lincoln

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