



## ABOUT CITY COLLEGE NORWICH

City College Norwich is one of the largest and most comprehensive colleges of further and higher education in the UK, with over 14,000 students. The College offers a wide range of courses from Foundation Studies and Entry Level to Post-Graduate and Professional qualifications, for school leavers, adults and to employers.

The breadth and depth of the curriculum is a key strength of the College, along with a commitment to employer engagement, lifelong learning and the promotion of learning within the community. The College is also increasingly renowned for its responsiveness to the learner voice and its capacity for innovation, including the development of personalised learning.

## Case Study City College Norwich

Email Protection, Management & Compliance

### THE PROBLEM

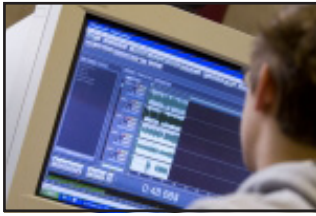
City College Norwich was experiencing very high levels of spam emails and although they had a system to deal with these it was very labour intensive for both individual staff and administrators.

Copies of the spam messages previously had to be sent through to a centralised provider who updated the spam filters based on the College's reports. This process was taking up to three man hours per day to administer due to the sheer volume of unwanted traffic. Obviously the situation was becoming unacceptable and Iain Husband, IT Support Manager at the College, was tasked with finding a more effective solution to the problem.

### THE SOLUTION

In 2008 following a period of research, Iain purchased the Altman Technologies Email Security Service. Operating in the cloud, the service automatically filters incoming emails before they reach the College's internal systems freeing up bandwidth and eliminating the risk of virus. Multiple best of breed filters are continually evolving to block over 98% of spam with almost no false positives (less than 1 in 300,000).

The reports generated by the Email Security Service revealed that the College was receiving roughly 1.4 million emails a month of which 92% were spam. These are now removed by the Service resulting in a huge reduction in unwanted mail and the associated waste of staff time and aggravation, one of the benefits offered by a managed service.



The Email Security Service proved extremely easy to set up technically, involving no hardware, software or ongoing maintenance. Staff were informed of the changes via an email and there was no user disruption. The College’s service desk offered help and advice where necessary, although the Service proved very straightforward to use.

Iain explained that the benefits of using the Altman Technologies’ Service are extremely clear.

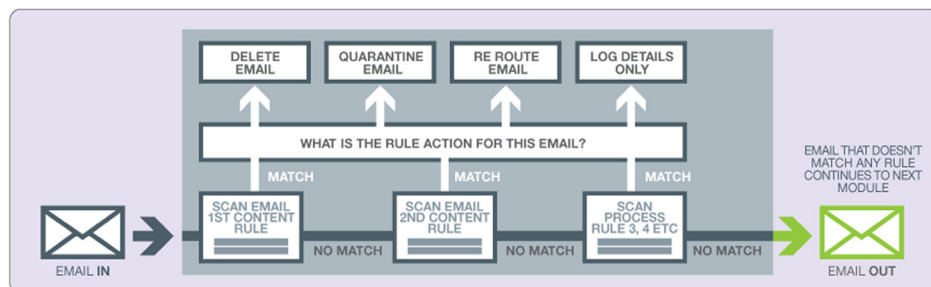
“Staff no longer have to manage their own spam and aren’t spending time emailing through to our administrator, who in turn isn’t spending hours a day updating our filters”.

The Email Security Service’s filters automatically provide up to the minute protection but the College has complete control via a web management console - which allows Iain to set and manage the rules whilst retaining total visibility.

“The administration required is very light and the automated reports give a great insight into how the system is dealing with the spam issue. The automated warnings come straight through to our service desk so we are able to resolve stalled messages before our customers even realise that there is an issue!”

Iain Husband  
IT Support Manager  
City College Norwich

“The service just works and because it is so effective, it is a great system at a very reasonable price.”



## THE BENEFITS & RESULTS

“In the almost two years that we have used the Email Security Service we have more than covered the cost in administration time alone. That is without taking into account the disruption previously caused to staff across our organisation. The new system is both efficient and accurate at removing all unwanted emails.”

## COMMENTS

Iain Husband said “We can tell how well the system works because we are not hearing about any spam issues from our customers.”