

## ABOUT THE MANCHESTER GRAMMAR SCHOOL

The Manchester Grammar School (MGS) is an independent boys' day school with pupils from every possible background, representing all kinds of families and junior schools. Approximately half of the pupils come from non-selective, maintained primary schools.

In terms of ICT facilities, the School has 400+ high specification networked PCs. All PCs have safe and secure internet access. Every student has a private file storage space on the School's computer network along with their own email account. Email, personal files and a variety of learning resources within the MGS network are all available on the web for those with home internet access.

## THE PROBLEM

With ICT now a well established element of the National Curriculum, email has become an essential tool for the education sector. MGS were using a software Anti-Spam solution which was installed onto the Exchange server but were still experiencing problems dealing with unsolicited email. The software was very powerful but it was a case of administering it on a daily basis.

This combined with a need to give protection from inappropriate subject matter led the School to contact Altman Technologies, a provider of a managed email filtering service to the educa-



## Case Study

# The Manchester Grammar School

Email Protection, Management & Compliance

tion sector. With an ever growing awareness of the threats the internet poses to children, the protection required by education far exceeds that expected or needed in the corporate sector.

## THE SOLUTION

Initial discussions confirmed the importance of a reliable email service to MGS and the seriousness of the problems being faced which were causing disgruntled users almost having to filter their own email and the children possibly being exposed to all sorts of material.

The first introduction to the concept of the managed approach to email protection impressed but, like many others before, Cameron Barlow, Head of Computer Services at MGS, had concerns about losing control.

A remote presentation of the management console was provided demonstrating the real-time tracking plus other portal information and controls. The managed approach offered by Altman Technologies is now often referred to as Software as a Service (SaaS) such is the level of control available to customers.

Seeing first hand the functionality available in the end user console alleviated the concerns regarding control that MGS held and ensured a commitment to take the two week evaluation. The evaluation was operational within 24 hours from the information gathering stage with an immediate positive impact on the reliability of the MGS email service.

## COMMENTS

Cameron Barlow, Head of Computer Services at MGS, commented: "If I remember correctly, within the first week of the trial the Altman Technologies service processed approx 80,000 messages of which 98% were spam. This was phenomenal as far as we were concerned. Going from a system that was filtering spam into inboxes and legitimate email into the Junk Mail Folder we were over the moon. And yes, this was literally over night!

To date the Altman Technologies service has processed 1.4 million messages and I have to say that I think I personally have only received one email in my inbox that I thought the system should have grabbed. This beats several hundred a week!

The biggest thing we liked was the very easy to use web interface. Within minutes you can pretty much work things for yourself.

The 7 day email buffer is priceless and was greatly needed when we had ADSL issues in February. We had no email communications for about 6 days and within minutes of getting back online, the stored messages came flooding through, much to my relief!

We are now running scheduled reports which provide invaluable email management information. Multiple reports can be emailed in a single pdf attachment.

We are sent approximately 12,000 to 15,000 emails a day. On average 98% of these are spam and are dealt with very efficiently.



Cameron Barlow  
Head of Computer Services,  
Manchester Grammar School

"This service is superb. The impact this service has had for us has been immense and I would continue to recommend it to anyone who is enquiring about a fast, effective and value for money anti-spam system."

In conclusion, this service is superb. It does exactly what it says on the tin! We had no problems during evaluation and setup. Within a few days one of the senior managers commented that he used to have a lot of legitimate messages in his junk folder but has nothing there now, and he was concerned that some legitimate email was being cut out. Within minutes I showed him the Altman Technologies mail logs to let him check and he was really happy!"

