



Oklahoma City Takes Spam Off Agenda

Barracuda Spam Firewall 400 Protects the City Government from Spam and Phishing Attacks

Spam takes over City Hall

The City of Oklahoma City provides email service to more than 3,500 personnel across all 18 operating departments. From the police and fire department to the City Clerk and Mayor's office, the influx of spam and viruses was making it impossible for the City of Oklahoma City's employees' to effectively use email. Beyond paralyzing their primary communication channel, the amount of spam and viruses pouring in posed a more serious potential threat to the privacy of the City of Oklahoma City's email users.

"Spam was tolerated until the CitiBank phishing scam first came out," said Allen Morrow, Microsoft Exchange administrator for City of Oklahoma City. "We have several users who clicked on the link in the email but did not provide any information. This attack was raised to our highest internal levels to be dealt with."

The City of Oklahoma City deployed Symantec's MailSecurity for SMTP software but Morrow found that maintaining the filters was difficult and did not successfully block the majority of spam or phishing attacks that were entering the network.

Delivering on performance & reliability

For Morrow and the rest of his 92-member IT staff, education was an essential tool in helping to determine which anti-spam solutions are currently available and how the features of each compared to their operational needs. After reading several industry reviews of various solutions, Morrow and his team evaluated the Barracuda Spam Firewall 400 against two other appliance solutions.

"Our requirements were low cost, good reporting, scalability, high spam detection with low false positives and user configurability," said Morrow. "The Barracuda Spam Firewall 400 best fit our needs."

Flexible user controls drive out spam

Since implementing the solution, spam detection has more than doubled what was previously detected with Symantec's Antivirus for SMTP Gateway reaching nearly 6,500 blocked messages each day. Morrow's colleagues immediately noticed this dramatic decrease in spam as well as increased user controls offered by the Barracuda Spam Firewall 400.

"I love being able to take control of my own spam filtering," said one colleague by email. Another commented that the Barracuda Spam Firewall 400 has created "much less spam to deal with . . . Fewer lost messages and a happier email administrator."

Additionally, the Barracuda Spam Firewall's unique Exchange Accelerator feature, which prevents dictionary attacks using LDAP to verify recipients before delivering messages to the Exchange server, has helped to decrease the load on server bandwidth that Morrow said used to be consumed with filtering invalid recipients.

"The Barracuda (Spam Firewall 400) has had a huge positive effect on our day to day business. . . it lives up to all of its promises."

-Allen Morrow
 MS Exchange Administrator
 City of Oklahoma City



Barracuda Spam Firewall 400 Fast Facts:

- Services up to 5,000 active email users
- Compatible with all email servers
- Central admin from easy-to-use Web GUI
- Features MS Exchange/ LDAP Accelerator
- Per user settings and quarantine
- Clustering for redundancy and added capacity

With the Barracuda Energize Update service continuously monitoring for new spam rules and virus definitions on an hourly basis, the Barracuda Spam Firewall product line remains one of the most up-to-date defenses against spam and viruses available today. In addition to this, Morrow and his team have benefited from the expertise of the Barracuda Networks 24-hour technical support staff whom he said strive to “work out all of our kinks in a quick and professional fashion.”

Morrow is pleased overall with the performance, reliability and support offered with the Barracuda Spam Firewall and work is already underway to add an additional model to take advantage of the Barracuda Spam Firewall’s clustering capabilities.

“The Barracuda (Spam Firewall 400) has had a huge positive effect on our day to day business,” said Morrow. “It has allowed users to be able to work more effectively instead of having to sort through spam email, or contact our help desk asking for help. The Barracuda Spam Firewall 400 lives up to all of its promises.”



About the Barracuda Spam Firewall

The Barracuda Spam Firewall is available in seven models and supports from 50 to 30,000 active users with no per user licensing fees.

Its architecture leverages 12 defense layers: denial of service and security protection, rate control, IP analysis, sender authentication, recipient verification, virus protection, policy (user-specified rules), Fingerprint Analysis, Intent Analysis, Image Analysis, Bayesian Analysis, and a Spam Rules Scoring engine.

In addition, the entire Barracuda Spam Firewall line features simultaneous inbound and outbound email filtering with the inclusion of sophisticated outbound email filtering techniques, such as rate controls, domain restrictions, user authentication (SASL), keyword and attachment blocking, dual layer virus blocking, and remote user support for outbound email filtering.

The Barracuda Spam Firewall’s layered approach minimizes the processing of each email, which yields the performance required to process millions of messages per day.



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