

“CanIt-PRO enables us to offer them the features, performance and value of spam and virus filtering while giving them ultimate control over their own Spam Traps and filters.” – Robert Jones, Sr. Director Electronic Communications, IEEE



# Case Study

## About the IEEE

- **Type:** Professional technical association
- **Number of members:** 360,000+
- **Countries represented by membership:** 150+
- **Number of e-mail users:** 130,000+
- **Mail volumes:** Millions of messages per day

## CanIt-PRO Environment

- Two Sun Fire V880 servers
- Solaris 8
- **Authentication integration:** LDAP, Lotus Notes

## CanIt Results

- Flexible spam control for all e-mail users
- Ability to answer users' immediate desire for spam tagging while gradually implementing greater controls over time
- Positive feedback from e-mail users
- Integration with existing directories and systems

## IEEE Regains E-Mail Productivity for Its Members

As a 360,000-member worldwide professional association, the IEEE focuses on delivering services. An e-mail alias service is one of those offerings. “IEEE members are part of one of the most prestigious technical professional associations in the world,” says Robert V. Jones, the association’s senior director of electronic communications, “and an IEEE e-mail address is one of the benefits of membership.”

E-mail is also important to the IEEE’s business. “A large portion of our business is conducted via e-mail because we are a widely dispersed and volunteer-driven organization,” Jones explains. “In fact, our e-mail volumes have been doubling year-on-year.”

Unfortunately, that mail volume increasingly includes viruses, spam, and virus-generated spam. The IEEE already had an aggressive anti-virus system in place. To stem the flow of junk e-mail, they recently implemented Roaring Penguin Software’s CanIt-PRO anti-spam solution.

### Criteria: Performance and Flexibility

As spam volume increased for the IEEE’s members and volunteers, Jones’ team stepped up to the challenge. Matthew Persons, senior systems administrator, remembers, “We considered all the options that were available to us, including anti-spam services, appliances and other software solutions. We were happiest with the way CanIt-PRO worked. It gave us per-user flexibility, which is crucial to a membership organization like ours.”

Like most large or globally dispersed organizations, the IEEE does not have the luxury of blacklisting large domains or e-mails from particular parts of the globe. As Jones says, “We had to be practical. We did not want to define what spam is on behalf of our members. Our audience is dynamic and so our solutions must be as well – we expect this of our technology vendors.”

The IEEE also wanted a robust solution, one that “is readily scalable and can handle increasing mail volumes,” adds Jones. “It had to perform well under increasing loads.” They deployed CanIt-PRO on two Sun Fire V880 servers running Solaris 8 and Sendmail. The solution can be scaled over more servers as mail volumes increase, without additional cost per server.

### Flexible Options Improve Service

The IEEE is taking advantage of CanIt-PRO’s flexibility in a number of ways. As Persons says, “We give users the features that they are asking for now, and will roll-out enhanced features over time in a way that works with our overall IT strategy.”

Jones notes that it was IEEE’s own volunteers who requested a solution that could identify and tag spam as a means to manage it. Currently, members can opt out of spam filtering, they can choose to block suspected spam, or they can opt in to low, medium or aggressive spam tagging. ▶

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“In the next phase,” says Jones, “we will enable approval or blocking of particular e-mail senders.”

CanIt-PRO is operating as part of the IEEE’s existing infrastructure. Persons explains, “we integrated our authentication information, as well as our internal Lotus Notes directory. This is very important when you have a large user base, and it was a simple scripting function in CanIt-PRO.”

In the future, an integrated web portal will give IEEE members single sign-on access to all their web and e-mail services – including CanIt-PRO’s anti-spam filtering service. And, Persons says, they’ll also use CanIt-PRO’s bundled anti-virus solution, Clam AntiVirus, “as an additional level of protection to our current anti-virus solution.”

## Regaining the Productivity of E-Mail

“E-mail is a ubiquitous service and a productivity enabler,” Jones reflects. “As an IT Director, the more you can do to maintain the quality of e-mail performance, the more productivity you can come to expect from it.”

With junk e-mail putting such a strain on both administrators and users of e-mail, Jones, adds, “it’s worthwhile to find a strong anti-spam solution for your community. Our members are telling us that the service is saving them considerable time – and that is the bottom line.” ■