

Case Study

ePlus

TECHNOLOGY PROVIDER GIVES
CISCO IRONPORT EMAIL SECURITY AN A+

As a leading information technology provider, ePlus inc. provides its federal, municipal and commercial customers with the most advanced products and services to optimize their IT infrastructure and supply-chain processes. With more than 20 locations and 625 employees accessing its messaging network, the Virginia-based business requires a robust email security solution to support its steady growth.

ePLUS AT-A-GLANCE

Headquarters: Herndon, Virginia

Year Founded: 1990

Customers: 1,500

Staff: 625 associates in over 20 locations

FY08 Revenues: \$849.3 million

Business: Provider of information technology products from top manufacturers as well as professional services, flexible leasing options and proprietary software



THE CISCO IRONPORT ADVANTAGE

- Powerful outer layer of defense for peerless threat assessment and elimination
- Advanced encryption technology for secure, two-way communications
- Quick implementation with minimal configuration required
- Simplified management for IT administrators

THE SITUATION

For years, ePlus deployed an anti-spam solution that provided adequate protection for its small business messaging environment. However, with its steady growth, the technology

provider ultimately outgrew this security system. It required a replacement that could accommodate its requirements for flexibility and continuity across its expanding enterprise.

TECHNICAL CHALLENGES

With its previous spam solution, ePlus administrators grappled with a large volume of false positives on a daily basis. Such problems took time to resolve and gradually eroded users' confidence in the organization's email system. The legacy solution also required extensive database training time to ensure that emails could be properly classified as spam or legitimate. As spamming techniques grew more complex, the need for the company to reset and retrain its database became almost constant. On the virus front, the old solution's built-in defense did not provide easy access to information about the viruses it was identifying – often requiring administrators to search for this critical data using other resources.

ePlus needed to upgrade to a new security system that would provide accurate, reliable threat detection, outstanding

anti-virus capabilities, advanced customization with hassle-free management, detailed reporting and redundancy with centralized administration.

As a Cisco® Gold Certified Partner and Cisco Managed Services Channel Partner with Cisco Master Specializations in both security and unified communications, ePlus turned to Cisco and the Cisco IronPort line of security products.

“Our process for selecting a spam appliance required ePlus to look at the market leaders,” said Jerry McIntosh, vice president, communications and security solutions, ePlus Technology. “Our partnership with Cisco, and IronPort’s reputation as an industry leader, made selecting their technology the logical solution.”



“ Reports of both false negatives and false positives have been decreased to almost zero. Less administrative time is dedicated to spam and user confidence has been restored to our email system. ”

— Jerry McIntosh Vice President, Communications and Security Solutions
ePlus Technology

THE CISCO IRONPORT ADVANTAGE

Operating two Cisco IronPort C-Series email security appliances in conjunction with a Cisco IronPort M-Series security management appliance, ePlus receives exceptional reputation filtering, easy customization as well as consolidated tracking and reporting capabilities.

Drawing on the power of the Cisco IronPort SenderBase® Network, which instantaneously incorporates data from 100,000 organizations and roughly 30 percent of the world's daily Internet traffic; Cisco IronPort Reputation Filters assess and identify email from suspicious senders, even during major spam attacks. This enables ePlus to stop more than 95 percent of suspicious traffic at its network perimeter. The solution's highly customizable mail flow policies ensure maximum coverage of a wide spectrum of sender categories, while advanced spam and virus filters as well as Cisco IronPort PXE encryption technology safeguard its messaging pathways.

With the addition of the Cisco IronPort M-Series appliance, ePlus administrators also enjoy flexibility and control at the network gateway from a central platform that manages all policy, reporting and auditing associated with the email security appliances. The switch to Cisco IronPort has freed IT administrators from daily email hassles and restored users' satisfaction.

“With Cisco IronPort technology working hard behind the scenes, our employees see far less spam hitting their inboxes,” said Mark Melvin, chief technology officer for ePlus. “A great deal of the burden is lifted from our IT department, freeing up their time to focus on more important issues. We've been very pleased.”



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