

No Entry for Spam

Frustrated users, clogged mailboxes and bandwidth choked with spam are now history at Kale Consultants

Kale Consultants provides software solutions and outsourced services to the aviation, cargo, and travel and hospitality industries. They have about 60 customers, of which 58 are based in 30 countries across the globe.

Suffering from Spam

Being a company that has a global customer base, Kale's employees receive email from all over the world. "We noticed that we were generating a lot of interest in the market and that we were receiving a lot of mail from unknown quarters for business purposes," says Mahesh Shah, executive vice president. At the same time, the volume of spam was also increasing, with users getting up to 50 unsolicited emails per day. "Up to 50% of mail received at the organizational level was spam," says Shah.

Though Kale employed a homegrown tool to control spam, it had its own set of issues. End recipients were unable to review the mail that was filtered out as spam. This meant that, sometimes, legitimate business enquiries were also treated as spam, without the intended recipient's knowledge. The sheer volume of spam also choked bandwidth. Thus, Kale needed a solution to control spam, which would give end users the flexibility to review what had been filtered out and to retrieve any mail that was legitimate.

Robust Email Security

"We were looking for a vendor who had technical know-how, market credibility, and market presence," says Shah. "We didn't want to get into procuring hardware, software, and licenses, and maintenance of all this. We wanted the vendor to do the maintenance for us," he adds.

The company spoke to various vendors and shortlisted some prospective solutions. These were deployed for a trial period of one month, in which about 100 users within Kale used each solution. Through this process, Kale found that Logix Secure Relay (LSR) was best suited for its requirements. LSR was then implemented for the entire organization.

For the past four months or so, 900 users in Kale have been using this solution. "Our requirements have been met," says Sanket Rane, group manager, Network & Systems, Managed Process Services. "The criteria for filtering mail have been satisfied and genuine email are being identified." Rane adds that the solution is also easily scalable as the number of users increases.

Smooth Deployment

There was no downtime and no change management involved, and the process did not affect end users at all. A team of six people was involved in the deployment—three each from Kale and Logix.

Kale has a live server at the IDC and a



simple change in MX now routes mails to LSR servers. The mail is then scanned for viruses, Trojans, and other intrusion threats, and spam is filtered out. Logix uses multiple anti-virus solutions and threat detection mechanisms for this purpose. The "clean" mail is then sent to local mailboxes. Users also get an email everyday about mail that has been quarantined. Each user can review the list of messages that have been filtered out as spam, and can retrieve email that seem to be legitimate. In addition, if some unsolicited messages do come in, users inform Logix about it. LSR is then configured to identify messages from that sender or source as spam.

The solution has no disadvantages, though Shah adds that cost is a bit on the higher side. "Logix should enhance their services by providing add-on services," he says. □



Mahesh Shah, executive vice president, Kale Consultants

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Highlights

Kale Consultants deploys Logix Secure Relay to filter out spam, viruses, and other intrusion threats that come through email.

Benefits

- Bandwidth savings, as volume of email has reduced from 50,000 per day to around 30,000 per day
- Manpower savings, as the solution doesn't need to be managed at Kale's end
- Time savings, as users don't need to spend time in deleting unsolicited email
- Reduction in spam rate from about 10-50 messages per user per day to about two per user per week, and is set to reduce even further