Technology Provider Gives Cisco IronPort Email Security an A+

EXECUTIVE SUMMARY

ePLUS AT A GLANCE

Headquarters: Herndon, Virginia

Year Founded: 1990

Customers: 1500

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 superior threat assessment and elimination
- Advanced encryption technology for secure, two-way communications
- Quick implementation with minimal configuration required
- Simplified management for IT administrators

Overview

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.

The Situation

For years, ePlus deployed an anti-spam solution that provided adequate protection for its small business messaging environment. However, the technology provider grew steadily and ultimately outgrew this security system. ePlus needed a replacement that could accommodate its requirements for flexibility and continuity across the expanding enterprise.

> "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 of Communications and Security Solutions, ePlus Inc.**

Technical Challenges

With its previous spam solution, ePlus administrators had to handle a large volume of false positives every day. These 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 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, 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 problem-free management, detailed reporting, and redundancy, all with centralized administration.

As a Cisco® Gold Certified Partner and Cisco Managed Services 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 an anti-spam appliance required ePlus to look at the market leaders," said Jerry McIntosh, vice president for communications and security solutions at ePlus. "Our partnership with Cisco, and IronPort's reputation as an industry leader, made selecting their technology the logical solution."

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 and 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 help ensure superior coverage of a wide spectrum of sender categories, while advanced spam and virus filters as well as Cisco IronPort 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 has freed IT administrators from daily email hassles and restored user 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."

This document was originally published in 04/09, and is being republished with limited, non-substantive updates in 08/10.