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CENTRAL DUPAGE HOSPITAL

> "We had to find a way to deal with spam without blocking legitimate e-mail... Sendio gave us our e-mail back."

Glen Malan
Director of eBusiness & Network Services, Central DuPage Hospital

SITUATION

Central DuPage Hospital is at the heart of a major independent healthcare network in suburban Chicago. As is the case with many large organizations, its 4000+ administrative and professional staff members were overwhelmed by e-mail spam. The hospital tried to use filter-based systems, but found that they did not do an adequate job of eliminating unwanted e-mails. Even worse, the filters blocked certain valid messages that included the names of body parts and prescription drugs that doctors needed to use in a professional context. What was needed was a solution to eliminate unwanted e-mails while allowing all legitimate messages to go through.

SOLUTION

In late 2004, Central DuPage Hospital implemented Sendio's E-mail Security Platform (ESP), an enterprise-class appliance capable of processing millions of messages a day. "We have 3900 employees in addition to more than 100 doctors on staff," says IT director Glen Malan. "The amount of spam that 4500 accounts receive each day is astronomical. We also had the added problem of dealing with spam without blocking legitimate e-mail. For example, we were concerned that filters would not be able to differentiate between fake 'Viagra' e-mails and valid e-mail with 'Viagra' in the subject. Sendio gave us back our e-mail."

Instead of using a keyword-defined filter, Sendio blocks 100% of spam through the combination of two proprietary technologies: Sender Address Verification (SAV) and SilverListing. SAV solves the problem of spam at its root by removing the veil of anonymity accorded to spammers in the SMTP protocol. Sendio is the only SAV implementation on the market today specifically created for the enterprise. SilverListing uses a set of low-level SMTP tests to determine the legitimacy of the sending e-mail server, which occur prior to the transfer of the e-mail payload. Sendio's solution is doubly effective because it is deployed as a hardware device that prevents spam from reaching corporate servers. In other words, there is no spam to filter because unwanted messages never even make it into the system.

RESULTS

The inflow of spam e-mail to hospital employees and medical professionals has "dropped to an undetectable level," says Malan. "One day last year we took the system offline when we switched from Lotus Notes to Exchange, and we got a lot of complaints about how much spam there was! I think people forgot that before Sendio, it was like that every day!"