

## City of Fullerton Case Study

### Moving to a Dedicated Email Security Deployment

EXECUTIVE SUMMARY
<b>CITY OF FULLERTON</b> <ul style="list-style-type: none"><li>• Municipal Government</li><li>• Fullerton, California</li><li>• 1000 Employees</li></ul>
<b>Cisco Advantage</b> <ul style="list-style-type: none"><li>• Cloud Email Security delivers industry's highest spam catch rate: more than 99 percent</li><li>• Fewer than one in one million false-positive rate keeps messages out of quarantine</li><li>• Administration and support portal allows for easy access to security stats and network performance</li></ul>

#### Overview

Located 22 miles southeast of metropolitan Los Angeles, in the center of North Orange County, Fullerton is a full-service city renowned for its unique mix of residential, commercial, industrial, educational, and cultural environments, providing an outstanding quality of life for both residents and businesses alike.

#### Situation

With about 850 mailboxes to protect, the City of Fullerton struggled to prevent spam messages from overwhelming email servers and undermining worker productivity; approximately 97 percent of the city's incoming messages are spam. The city's previous cloud email and anti-spam solutions, from Google/Postini and SonciWall, placed a high quantity of messages in quarantine, owing to a high false-positive rate. In addition, support was poor: it was difficult to reach support teams during business hours to determine status on trouble tickets, and periods of downtime were negatively affecting the day-to-day operations of the city.

**“We’ve gained back the productivity we lost from dealing with spam and quarantined messages. Cisco also gives us the flexibility to manage and analyze email service and performance according to our business needs.”**

—Ofer Armani, IT Division, City of Fullerton

#### Technical Challenges

The city needed to protect its workers from increasingly sophisticated malware delivered by spam, while reducing the number of messages that ended up in quarantine due to false positives. The city also sought a cloud email solution that would allow IT managers to customize the solution (for instance, creating policies and footers). When the city's cloud email contract with Postini and SonicWALL was up for renewal, IT managers solicited feedback from other municipal governments on the anti-spam solutions they were using. After evaluating solutions from Symantec, MX Logic (now McAfee), and Sophos, the City of Fullerton chose Cisco IronPort™ Cloud Email Security.

#### Cisco Advantage

Cisco® IronPort Cloud Email Security helps the City of Fullerton gain greater control of administrative functions associated with email security, while at the same time improving protection against spam and offering a fewer than one in one million false-positive rate. Because the Cisco IronPort solution is all-inclusive (with software, computing resources, and support bundled together), City of Fullerton IT managers receive the ongoing support they need, along with the ease of use of their own administrative portal.

Cisco IronPort Reputation Filters provide an outer layer of defense for the City of Fullerton, using data from the Cisco SensorBase Network to perform a real-time email traffic threat assessment and identify suspicious email senders. Reputation Filters stop more than 95 percent of spam sent to the city's email addresses by determining if the address is good. The good email then passes through the Cisco IronPort Anti-Spam engine. This multilayered approach solidified the decision to deploy the Cisco solution.




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