



Significant Spam Reduction - Better Virus Scanning - Substantial Savings in IT Staff Time

“The Postini email security and anti-spam service has greatly reduced the incidence of spam pass-through and given us better virus protection. It’s easy to administer and gives us the flexibility to meet our individual user needs.”

Jeff Nelson, Director of Technology

RESULTS AT A GLANCE

- Decrease in spam from 30 or 40 per day to zero
- Ability to review quarantined messages
- Conserving email server bandwidth and saving time in administrative

THE PROBLEM

Off-the-shelf Anti-spam Software Fails to Stop Spam

As one of the largest weight management service companies in the world, Jenny Craig, Inc. offers a comprehensive program that combines sound nutrition and simple activity to help its customers achieve optimal weight loss. Through its North American headquarters in Carlsbad, California, and in company-owned centers, Jenny Craig employs more than 3,000 people serving tens of thousands of customers active in the Jenny Craig weight loss programs.

In late 2003, Jeff Nelson, Director of Technology and his network engineer Claus Lovendahl were receiving a growing level of complaints—especially from top level executive—about spam and unwanted email flooding Jenny Craig’s email system.

Because Jenny Craig’s existing “off-the-shelf” anti-spam software was simply unable to keep up with the spam deluge, Lovendahl was charged with evaluating alternative solutions.

“We were looking for a cost-effective solution that would give us better spam control,” Nelson recalled, “along with ease of use and better flexibility in configuration for our diverse user base.”

THE SOLUTION

Postini’s Email Security Managed Service Delivers Optimal Solution

Nelson and Lovendahl conducted an extensive evaluation of email security solutions over a three-month period by reading product reviews, talking to colleagues, calling analysts and scanning newsgroups on the Internet to get the latest “word on the street” feedback. Postini’s email security managed service was a clear winner, according to Nelson, because

it proactively blocks spam and viruses at the network perimeter and prevents email threats from ever reaching Jenny Craig’s email system.

Through the Postini service, users can also examine suspect or quarantined email via a web interface, control the aggressiveness of the message filtering based on standards set by the IT department, and manage their own white lists.

“We were looking for an anti-spam solution that was effective, but would also enable our users to be largely selfgoverning,” Nelson said. “With Postini, they can examine their quarantined messages and request the administrator to release one if it is considered important.”

The online quarantined spam review, for example, eliminated a problem with ‘false positives’ that plagued the in house anti-spam software.

THE RESULTS

Spam Significantly Reduced While Assuring User Flexibility and Less Administrative Burden

Once the Postini service was activated, Nelson and Lovendahl saw an immediate difference. “We got immediate feedback from our users, praising us and thanking us for getting rid of the spam problem,” Nelson said. “I personally noticed a tremendous decrease in spam from 30 or 40 per day to zero.”

Nelson pointed out that Jenny Craig users especially liked the ability to review quarantined messages and assured them they had not missed any legitimate emails - a capability they had not enjoyed with the previous in house anti-spam product.

Payback on the Postini service came from conserving email server bandwidth and saving time in administrative oversight according to Nelson. Prior to implementing Postini, Jenny

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Craig's own email servers had to cope with the added burden of managing large volumes of spam messages.

“We freed up a lot of server bandwidth with Postini,” Nelson explained, “and the staff time needed to manage lots of unwanted messages.” Nelson estimated that Postini has helped Jenny Craig to reduce its email administrative burden by 60 to 70 percent.

Lovendahl noted that besides spam blocking, Postini adds better anti-virus security for Jenny Craig's email systems. “Postini is picking up and blocking viruses every day,” he said. “It's a relief to know that we've got this extra measure of protection given the speed with which viruses proliferate these days.”

“The Postini email security and antispam service has greatly reduced the incidence of spam pass-through and given us better virus protection,” Nelson concluded. “It's easy to administer and gives us the flexibility to meet our individual user needs.”



ABOUT POSTINI

As the leader in Integrated Message Management, Postini managed services protect businesses from a wide range of IM and email threats, provide message archiving and encryption, and enable the management and enforcement of enterprise policies to meet regulatory compliance requirements.

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