

**Location:**

Mansfield, OH

Industry:

Government

Solution:

ePrism Email Security

Deployment:

Managed Appliance

Results:

- Improved security posture with advanced email security solution
- Alleviated resource constraints managing spam and held desk tickets
- Gained flexibility for employees to manage spam settings
- Ensured email business continuity with highly accurate solution

City of Mansfield Makes Email Security Top Priority With EdgeWave ePrism

Overview

Founded in 1808, the City of Mansfield, Ohio is situated in the hilly, fertile farmlands of Mid-Ohio and has more than 125 thousand residents who call it home. With over 500 employees and the nickname of “Fun Center of Ohio,” Mansfield has evolved into a thriving, commercial metropolis. With the fast-paced growth, the city has prioritized IT security as a critical component of staff and city-wide safety and awareness.



The Challenge

With a busy IT team supporting such a large number of end users, the city needed a robust email security solution that would protect their network and employees from spam, phishing and viruses while also ensuring legitimate emails were not falsely blocked.

However, the city's incumbent solution wasn't providing effective protection. An onslaught of spam and other email-borne threats were making their way to employees' inboxes, and the IT team was flooded with a high volume of help desk tickets. In addition, legitimate emails were consistently blocked as potential spam.

“We were experiencing a good amount of false positives, which was creating a significant issue for our employees,” said James Dougherty, IT Manager for City of Mansfield. “On average, the blocked legitimate emails were causing a one-day delay in business activity.” As a result, the IT team quickly determined they needed to look for a new email security solution.

The Solution

The city began a vendor evaluation project and compiled a checklist of must-have features and product functionality. The team knew they wanted a cost-effective, appliance-based solution that was easy to implement and manage. Also a top priority on the checklist, the solution needed to provide accurate email threat detection.

After conducting a search for a leading, top-rated solution, City of Mansfield selected the EdgeWave ePrism Email Security appliance solution and realized immediate results with a smooth implementation and increased effectiveness. “The solution is plug-and-play. Removing the rack and network setup from the equation, we had EdgeWave up and running in a half hour,” said Dougherty. The IT team benefited from simplified management. “EdgeWave automatically updates the solution, so after the initial setup, management is nonexistent,” he added.

EdgeWave accurately identifies and stops spam, phishing and advanced persistent threats keeping the City of Mansfield safe from even the most sophisticated email-borne threats. The ePrism appliance solution is fully managed, providing the city with redundancy and failover in the case of an unplanned outage.



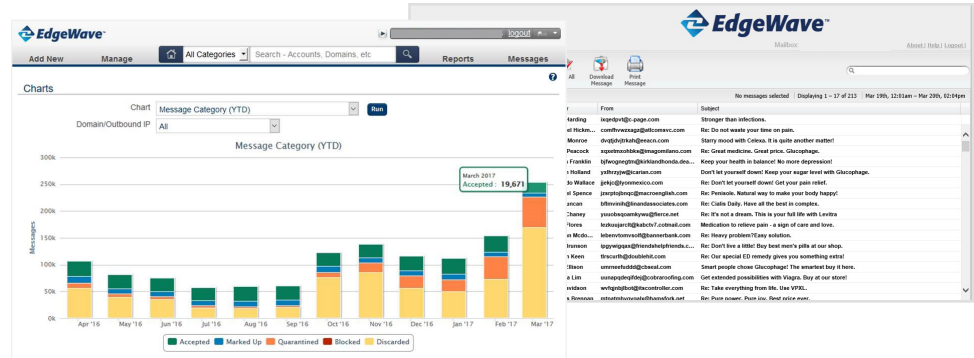
“The accuracy we get with EdgeWave allows us to spend more time on other aspects of security and not worry so much about email threats. The product’s performance has been very good and reliable.”

James Dougherty
IT Manager
City of Mansfield



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The solution also delivered on its promise to provide advanced email threat defense. The city regularly gets targeted with high volumes of spam, and EdgeWave manages it with accuracy. For example, in one month EdgeWave analyzed more than 250,000 incoming emails and only accepted 19,671 for delivery to employee mailboxes. “The accuracy we get with EdgeWave allows us to spend more time on other aspects of security and not worry so much about email threats,” stated Dougherty. “The product’s performance has been very good and reliable.”

EdgeWave also ensures the city’s business communications aren’t interrupted. The solution allows city employees to create automated whitelists of acceptable email addresses and to review their spam quarantine folders. “The end user portal is very intuitive. The flexibility it gives our employees has significantly reduced our email help desk tickets,” concluded Dougherty.

The Result

- Improved security posture with advanced email security solution
- Alleviated resource constraints managing spam and held desk tickets
- Provided flexibility for employees to manage spam settings
- Ensured email business continuity with highly accurate solution

About EdgeWave

EdgeWave is a leader in the cybersecurity industry, delivering innovative, effective and efficient email and web security protection for thousands of business and government organizations. Our mission is to mitigate the risks faced in the real world, and support organizations in reducing the cost and complexity of protecting against today’s fast-changing security and risk environment.

For more information about EdgeWave, visit www.edgewave.com