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Bill Stewart
System Administrator
Kaman Corporation

PreciseMail Anti-Spam Gateway Solves Kaman Corporation's Spam Problem

Company Background

Kaman Corporation was founded in 1945 as a pioneering company in the helicopter industry. Today, in addition to manufacturing aircraft structures and components and a range of technology products, Kaman Corporation also ranks among the top distributors of parts and equipment to North American industry, and is the largest independent distributor of musical instruments and accessories.

Challenge

For over 10 years, Kaman Corporation has been using PMDF as their primary Internet messaging gateway. It supports around 3,000 users with an average of 25,000 messages processed daily. "Approximately 60% of all the email entering our organization from the Internet was spam" says Bill Stewart, System Administrator, Kaman Corporation. "Spam was consuming our system and network resources. If we did not address the spam issue, it meant we would have needed to invest in larger more powerful systems to handle our email. Also, we found that employees were spending a significant amount of time reviewing and deleting spam, which was having an impact on our productivity. I personally spent about one hour per day deleting spam" says Stewart.

Solution

PreciseMail Anti-Spam Gateway was one of several solutions that Kaman Corporation's IT department evaluated. The IT department was looking for an effective anti-spam solution that did not require a lot of work to install and maintain. Stewart stated "PreciseMail Anti-Spam Gateway was chosen because it stopped a high percentage of the spam. Although there are a lot of features that allow you to customize your spam definitions, I found that no tuning of the filters was needed. In addition, it was easy for me to install and get it up and running. I installed it on my AlphaStation during the beta test and found I have had few questions since then. Although, any questions that I had were answered promptly by Process Software."

Kaman Corporation now uses both PMDF's Sieve feature and PreciseMail Anti-Spam Gateway to eliminate spam. PMDF Sieve eliminates spam by providing a broad review of email entering Kaman Corporation. The Sieve rules identify phrases in email messages that are clearly spam and will delete them. PreciseMail Anti-Spam Gateway's heuristic and Bayesian artificial intelligence engine technology is used to quarantine all e-mail that is suspected to be spam. "Not only is PreciseMail accurate at identifying spam, but very few legitimate messages have been quarantined. Employees can retrieve their own email from quarantine. Some of our users chose to add specific email addresses to their personal whitelist or blacklist so they feel they will not have to review the quarantine messages as carefully" says Stewart.

Kaman Corporation plans to upgrade to PreciseMail Anti-Spam Gateway v2.0 when it is released. Stewart stated, "I am very pleased with the performance of PreciseMail Anti-Spam Gateway and look forward to the webbased user interface that is planned for the upcoming release. This feature will make it easy for employees set their own spam preferences. As a result, it will further reduce the IT administration time needed to answer employee spam-related questions".

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About Process Software

Process Software has been a premier supplier of communications software solutions to mission critical environments for twenty years. We were early innovators of email software and anti-spam technology. Process Software has a proven track record of success with thousands of customers, including many Global 2000 and Fortune 1000 companies.



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