

March 2007 – Case Study

Remington

Remington Arms Company of Madison, North Carolina is America's oldest gunmaker, founded in 1816. As the only manufacturer of both firearms and ammunition products and one of the largest domestic producers of shotguns and rifles, Remington packs a considerable amount of stopping power. Their transition to a paperless work environment, however, was one that was fraught with the types of challenges and security risks that can't be stopped by Kevlar®. Remington needed to implement a secure solution to guarantee that e-mail would be used effectively and safely as their primary mode of business communication. Naturally, they searched for something bullet-proof. What they found was Vircom.

The Business Challenge

Prior to trying Vircom's ModusGate, Remington's previously implemented e-mail security solution was not able to stop the rising level of spam that was plaguing their networks. Making matters worse was the advent of several virus outbreaks that could have been prevented with a more trustworthy system. Moreover, the productivity loss associated to administrative time spent on dealing with these threats was becoming a rising cost that could not go untreated.

"Over 70% of all the e-mail traffic that we received on a daily basis was spam or some other type of e-mail threat," explained Joe Battleson, IT Manager at Remington Arms Company. "That is equal to between 20,000 and 30,000 e-mail threats arriving on a daily basis. With this volume, it was almost impossible for our staff to use e-mail effectively, not to mention the additional burden it placed on our IT staff and servers."

Like many other companies who find themselves in a similar situation today, Remington's challenge was to find a solution they could trust. They knew that making their e-mail infrastructure trustworthy again was critical, and would only be achieved by the successful attainment of very specific selection criteria. Stopping spam was the primary goal, but the implementation of a system that would remain dependable long after initial purchase, with maximum ease of handling and pinpoint accuracy for policy management, were crucial munitions that Remington needed to have in its arsenal.

"Being a high profile company, we have certain policies for the management of both incoming and outgoing e-mails. Where some solutions allow you to monitor what is coming in, not all allow you to also manage what is going out," added Mr. Battleson. "We also needed a solution that would address our fear of it not working or becoming out of date within 6 months. We needed a solution that could permanently take care of the threat right away."

The Solution – The Vircom ModusGate™ Appliance

Remington chose Vircom's ModusGate™ Appliance. They also maximized their anti-virus protection by implementing both the McAfee® and Norman Data Defense® engines, which are available as options with the ModusGate Appliance.

The ModusGate Appliance is a high performance solution based on the Celestix Scorpio X hardware platform and the Modus™ core, which is the foundation of every Vircom e-mail security product. The ModusGate Appliance integrates seamlessly into any existing e-mail infrastructure, providing multi-dimensional traffic scrutiny resulting in unparalleled protection against all e-mail borne threats.

When asked why he had recommended Vircom's solution to Remington, Chad Morris, a veteran security specialist at CDW, one of America's largest and most successful technology providers, had this to say:

"There are dozens of products that address the onslaught of spam with reasonable results, putting a dent in spammers' efforts and reducing unwanted e-mail to a somewhat more tolerable level. CDW customers, however, come to me for the very best solutions. If I want to remove all doubt that spam might continue to pass through to my customers' inboxes, I recommend Vircom. ModusGate doesn't just address the problem – it eliminates it entirely."

To ensure a seamless transition from their old solution to the ModusGate Appliance, Remington trusted Vircom's support team to ensure an optimal migration, as well as to customize the implementation to their specifications.

"Vircom's support was a ten out of ten to work with on this project. They even helped us create a custom RBL, and supplied us with a variety of tools and reporting functionalities that we need for our specific administrative management tasks."

The Result – A Targeted Solution That Works

Remington Arms Company has seen a dramatic reduction in the volume of spam and other e-mail borne threats since the implementation of the ModusGate Appliance. According to Mr. Battleson, "the Vircom solution was able to adapt right away to any new spam or virus attack that we received."

"When we set up the ModusGate appliance, we did not notify our e-mail users that we had changed systems. Several days later we asked them if they had noticed anything different with their e-mail; the consensus was that there seemed to be something missing: spam."



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