



## **BONNEVILLE SCHOOL DISTRICT**

### **Wiresoft's Value Added Solution Delivers Cost Savings and Increased Productivity**

#### **The Problem:**

Due to IT budget constraints, the Bonneville School District needed to cut their bottom line without sacrificing employee goodwill or functionality. Specifically, they required a fast solution to their exponentially growing spam problem. The current provider was increasing rates on the spam filtration service. It was going to cost Bonneville \$8,000 a year to continue with their current service provider which was over budget. They had to factor in other budgetary requirements and needed something quick and simple to implement without sacrificing spam protection. When they conducted their due diligence, they found a solution through Marketlink in **Wiresoft Net Inc.** Wiresoft was in pre-launch mode of their flagship product nationwide and partnering with Marketlink for the initial development of the Value Added Reseller (VAR) channel.

One advantage of Bonneville's current provider was bandwidth savings. This small advantage wasn't applicable because Bonneville did not require the extra storage space on their e-mail servers and thus the additional bandwidth was not needed. The disadvantages with their current provider were far worse: the current service provider stored blacklisted emails in a hold queue forcing users to review their hold queue for potential false positives, mislabeled and lost emails. The hold queues were quite long requiring each employee an average of 15 minutes a day to review their spam folders. With Bonneville having approximately 700 employees, this equated to 175 wasted hours each day. To quantify, Bonneville incurred an estimated \$1,750-\$2,150 of indirect costs per day to lost man hours (estimated at \$10-\$12/hour in wages) and a staggering \$450,000 to \$550,000 per year!

#### **The WIRESOFT Solution:**

Wiresoft was one of several companies Bonneville tested to provide the solution to their spam protection problems. Wiresoft won the business due to the ability to configure SPAMWALL settings on an employee-by-employee basis. This was a huge cost savings over the course of three year forward looking IT budgeting purposes. Furthermore, Wiresoft's response to customer support received accolades from Bonneville: *"Customer response time was a huge factor in helping us decide to use the Wiresoft product,"* says Dave Covert, Network Technician of the Bonneville School District, *"Wiresoft customer support has a phenomenal network of technicians who aim to fix a given problem immediately - something Wiresoft successfully executed with us"*, Covert continued. Timely and effective customer support is critical to the success of any new implementation Wiresoft initiates.

One of the problems with spam is the potential loss of emails, thereby costing the company both time and money, directly and indirectly. As was the case with a school District in Atlanta, According to Network World June 8th 2006 addition, Andrew Conry-Murray writes:

"**\$250,000!** That's how much a school district in Atlanta overpaid for phone service because a lower bid for the contract got stuck in the district's spam filter. The lower bidder, ITC Deltacom, had originally submitted a formal bound copy of the bid. The district contacted the provider by e-mail with further questions, but a response was never received. The contract eventually went to BellSouth. ITC Deltacom protested the decision, saying that other e-mail from the same address hadn't been snagged in the filter, but the school superintendent declared the matter closed. The district's IT staff speculated that the term "long distance" triggered a filter that screens for lewd content."

When implementing a spam solution, an IT coordinator must increase employee productivity while maintaining employee goodwill. This is no easy task. Initially, employees were resistant to the change as Mr. Covert recalls, *"employees don't like change"*. Within the first week, employees quickly became supportive as they realized the Wiresoft UTM *"reduced their spam and freed them from their hold queues."* Previously, the employees at Bonneville were spending too much time searching for missed messages and browsing through their hold queues. Now, employees at Bonneville spend their time focusing on their job and letting the Wiresoft UTM device take care of filtering their spam enabling workers to feel confident they are getting all their important messages. The Wiresoft UTM has helped Bonneville increase productivity at a lower cost and indirectly saved the School District thousands of wasted dollars from time lost.

#### **About the Wiresoft UTM:**

Wiresoft Net, Inc. is a leading provider of network security solutions specifically designed for small- and mid-sized businesses. The Wiresoft UTM Platform is a four-in-one problem solver, offering complete protection and freedom from business interruption with an impenetrable firewall, anti-virus defense, spam blocking and VPN connectivity. Built upon proprietary artificial intelligence technology, the Wiresoft UTM Platform monitors your incoming and outgoing traffic 24/7/365, while continuously performing automatic virus and system updates. The complete, multifunctional and expandable enterprise-level network protection ensures your network remains healthy and secure, all the time.

The Wiresoft UTM Platform has undergone rigorous performance testing by Proteus|OTM, the IT industry's leader in software and hardware evaluation. A downloadable report of the professional assessment is available on the Wiresoft Web site. For more information about Wiresoft, Inc. and the Wiresoft UTM Platform, visit [www.wiresoft.com](http://www.wiresoft.com) or call us toll-free at 866-333-4567.

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