

Lincoln Christian College and Seminary

Both faculty and students alike could not believe the positive changes that had literally had taken place overnight.



The mission at Lincoln Christian College and Seminary (Lincoln) is to nurture and equip Christians with a Biblical worldview to serve and lead in the church and the world. Founded in 1944, Lincoln is now transitioning to Lincoln Christian University (effective September 1, 2009) and will add a school to the college and seminary, the Hargrove School of adult and continuing studies. Together, the three schools offer degrees ranging from certificates, two-year Associate of Arts, four year Bachelors, various Masters, and the recently introduced Doctor of Ministry. Lincoln has an annual enrollment of more than 1200 students.

INDUSTRY

Education

HEADQUARTERS

Lincoln, IL

WEBSITE

www.lccs.edu

MESSAGELABS SOLUTIONS

Email Anti-Virus
Email Anti-Spam

NUMBER OF USERS

550

Spam and Offensive Material

The Campus Technology group at Lincoln had a problem: its in-house anti-spam solution wasn't capable of stopping a torrent of offensive emails from filling the inboxes of the school's students, staff and faculty. Worse yet, the in-house method (which was based on a keyword search and RBL within its email system) was a time-consuming endeavor, stealing five or ten hours of productivity from the technology staff on a weekly basis.

Mark Houpt, Director of Campus Technology, explains that spam and viruses are a particularly tough problem at Lincoln because the school acts as its own ISP. Since students visit their favorite websites in addition to bona fide educational resources, they become "easy targets" for junk email. Worse yet, once students become overwhelmed by their emails, they no longer check their inboxes, thus leaving the faculty with no efficient way to communicate with its students.

"Despite our best efforts, spam was still getting through to our end-users," says Houpt. "They kept coming to us, wanting even more things removed from the system. It wasn't long before the five or ten hours we'd been spending on fighting spam climbed even higher."

Instant Relief

Mark knew the time had come for new anti-spam and anti-virus solutions. Fortunately, he was already very familiar with MessageLabs solutions; he had utilized them at a previous post in Information Security with a Fortune 500 company.

Houpt turned to MessageLabs and end-users saw the result immediately. In fact, the switch was so seamless that calls from users flooded the Campus Technology group asking question after question about what had taken place. Where had the spam gone? Was there a problem with the system? There were no issues whatsoever. The results that the faculty and students were experiencing were almost too good to be true. MessageLabs was doing its job and providing instant relief—it was screening out spam, and opening its gates only for legitimate messages.

"Before we looked at MessageLabs, electronic messaging was viewed as a necessary evil. Now it is viewed as a fact of life and a very effective communication medium."

Mark Houpt

Director of Campus Technology
Lincoln Christian College
and Seminary

Why MessageLabs?

MessageLabs Services provide better threat protection than any other messaging and web security vendor – proven by our consistent record of stopping threats long before our competitors. We're unique in combining best-of-breed third-party offerings with our own predictive Skeptic™ technology – ensuring we maintain the most up-to-date knowledge base on Internet threats and deliver benchmark threat detection. Linking this knowledge with world leading global infrastructure and unmatched speed in sharing data across protocols, we act effectively even as threats converge and grow in sophistication.

For more information about a proactive email security service, working around the clock and around the globe, visit www.messagelabs.com



Fighting Viruses

MessageLabs does more for Lincoln than simply fight spam. Every week, it catches over 200 viruses that, in the past, would have made it into the school's system.

"Our students weren't heeding our warnings and running a secondary virus solution," Houpt says. "Viruses would infect our system and students would lose their computers. Faculty and staff had a localized scanning system, but the risk was there, too. They'd occasionally lose their hard drive or the data on it. They'd be down while we were busy rebuilding [their system]."

Quantifiable Results

Houpt is quick to point out that MessageLabs saves money as readily as time. "Before bringing MessageLabs on board, I had one student worker who was using ten hours of the week just managing our anti-spam system," he says. "I was paying somebody \$80 per week to sit here and manage junk mail. Multiply that by 52 and you end up with a pretty sizable chunk of change. Plus, it was a mundane job that somebody had to do. I wound up with employees who were frustrated—instead of feeling satisfied that they'd blocked any spam at all."

Houpt estimates that it costs Lincoln \$6000 per year to have MessageLabs in its system, and ball-parks a \$9000 gain in productivity from the Campus Technology group. He adds another \$5000 in productivity from the school's faculty and staff, simply because these groups are not losing their computers to viruses or spam-related issues.

The Difference

Thanks to MessageLabs, Lincoln's Campus Technology team no longer feels overwhelmed by spam and missing messages. Lincoln now has the benefit of email spooling. Before employing MessageLabs, Lincoln's messages would be lost if its server went down. Now messages are held by MessageLabs Services—so Lincoln's faculty and students won't lose emails if Lincoln disconnects from its power or Internet connection. It's the intangible benefit of peace-of-mind, and to Houpt, it's as important as the quantifiable differences he's enjoying as the result of employing MessageLabs solutions.

SOLUTION AT A GLANCE

Key Challenges

- Reduce spam
- Block offensive messages
- Reduce viruses and associated downtime
- Provides email spooling for up to 7 days if the client's email server is down

Business Results

- MessageLabs anti-spam solutions have reduced spam dramatically
- MessageLabs anti-spam solutions have reduced spam—thereby increasing productivity from Lincoln's Campus Technology Group
- Offensive messages are blocked before they reach student and faculty inboxes
- Viruses are screened before they reach end-user systems, minimizing downtime and the need for computer repairs
- MessageLabs "holds" e-mail messages during email server outages so Lincoln faculty and students are not in danger of losing data