



## Chicago Northwest Community Hospital: Commtouch Anti-Spam 4.0 Is Just What the Doctor Ordered

### Background

**You could say Commtouch Anti-Spam 4.0 was ‘just what the doctor ordered’ at Northwest Community Hospital in Chicago:**

“We had been receiving an enormous quantity of spam, in excess of 76 percent of our total incoming email,” said Chris Heuman, infrastructure manager at Northwest Community Hospital. “We had complaints from users across the enterprise, particularly those employees in the administrative and finance departments whose jobs entail the use of a lot of email. The spam was just bogging them down day-in, day-out. When an IT systems integrator we have a relationship with, NCC Networks, brought to our attention an anti-spam solution that they themselves said they were using with great success, we were eager to give it a try as part of a beta program.”

### Administration-Free Solution

Heuman said that the solution that NCC Networks brought to his attention -- Commtouch Anti-Spam 4.0 -- was easy to install and requires a single network administrator to set aside only a portion of time to implement and maintain the solution. “We have a team of eight individuals in our IT department and the fact that only one person would have to spend a fraction of their time in implementing and maintaining the Commtouch 4.0 Anti-Spam solution bares well for the overall management of our IT department resources,” said Heuman.

### Immediate Results with Commtouch 4.0

According to Heuman, within hours of installing Commtouch 4.0, his department was receiving kudos from many of the employees at Northwest Community Hospital that participated in the beta program of 75 email boxes. “It was like night and day,” said Heuman. “Our records show that Commtouch Anti-Spam 4.0 has caught upwards of 95 percent of spam coming in. Commtouch Anti-Spam 4.0 is superb.” Heuman added that the initial beta program extended originally to 75 employees has worked so well that Northwest Community Hospital has approved expanding the use of Commtouch Anti-Spam 4.0 to 1,250 Northwest Community Hospital employees.

### Commtouch Enterprise Anti-Spam Solution:

The Commtouch Enterprise Solution Version 4.0 is an on-premises software solution supporting any email platform and is risk-free to the mail flow. Among the unique benefits Commtouch 4.0 now provides to enterprises are:

- RPD™, the only technology that detects new spam outbreaks in real-time, immediately they are distributed and before they reach the customer’s network.
- Commtouch Detection Center – analyzes non-invasively over 30 million emails daily
- Deployment in less than 30 minutes, coupled with top level IT flexibility.
- Effortless, fully automated operation: Once set — no further IT involvement is needed.
- Full user control, without user Installation