



Keesal, Young & Logan, Top Legal Firm Chooses Commtouch

Spam Compromised Client Service

For a major law firm, client service is the most important objective. So when more than 200,000 spam messages per month started clogging the system at Keesal, Young & Logan (KYL) a full-service law firm representing businesses throughout the United States, Europe and Asia, a dramatic remedy had to be found — and quickly!

“We were dealing with an overwhelming volume of traffic, and a very smart and devious adversary even though it only impacted a limited number of users,” said Justin Hectus, Director of Information for KYL, the firm which was honored by InfoWorld magazine among its ‘InfoWorld 100’ for 2003.

According to Hectus, it was not uncommon for any particular email user at the firm to receive an average of 250 spam messages daily. There were however, a number of users who were not affected by spam, and whose requirements also had to be considered.

Multiple Solutions Tested

The firm tested numerous solutions but none of them struck the appropriate balance between stopping spam and recognizing and allowing 100% of valid email to be passed on to users.

“We also tried gateway solutions, which not only added a new single-point-of-failure, but also impacted those users that didn’t have a spam problem to begin with.”

He added: “Then S&L International, an integrator based in Los Angeles, proposed a new solution. They had rigorously tested multiple anti-spam solutions and were confident in recommending Commtouch as the ‘best of the best’. We were introduced to the Commtouch anti-spam solution over breakfast, users stopped getting spam after lunch. It was amazing.”

Commtouch Delivers state-of-the-art effectiveness without compromising on accuracy

According to Hectus, Commtouch’s RPD™ achieved a 97 percent reduction in spam with zero false positives - significantly reducing unsolicited mail without creating a problem for users who weren’t previously affected by spam.

“Users can personalize their email settings as much as they want, but the solution is so effective and accurate that they don’t even need to know it’s there,” said Hectus. “They just know that life has suddenly become a lot less complicated. And the way that Commtouch’s anti-spam solution is integrated with Active Directory and Exchange, it’s a snap to administer and we haven’t experienced any impact in the performance of our mail server. Commtouch’s solution was strong, and intelligent”.

KYL founding partner Skip Keesal added: “We hold client service at a premium above all else. Commtouch gave us back time that had been lost to unsolicited email and improved our ability to focus on our clients.”