



WatchGuard XTM together with Commtouch's cloud-based anti-spam and antivirus protection provide enhanced protection for customers

## Enhanced Protection from Spam and Viruses – Case Study

WatchGuard is an advanced technology leader of business security solutions, providing mission-critical protection to hundreds of thousands of businesses worldwide. The XTM family of network security appliances offers a new class of performance-driven solutions.

### THE CHALLENGE – INCREASING SPAM AND MALWARE

The growing sophistication of spam and malware generated a common complaint among potential WatchGuard customers. Instead of catching the spam and malware before they became an issue, it had become a constant concern for many businesses.

“Before the WatchGuard® XTM with spamBlocker was put in place, our helpdesk was almost overrun with workstations clogged up with spyware and adware.”

Karin Vercommen, IT Department Manager  
Escapo Pharmaceuticals, Belgium

Many of the anti-spam solutions these organizations were using were ineffective in catching low-volume spam as well as image-based and non-English spam. This resulted in the organizations and educational institutions being inundated with large volumes of spam, reducing productivity and increasing the potential for network security threats. These organizations were also complaining that their anti-spam solutions required continuous tweaking of anti-spam rules or tuning of thresholds and scoring systems to maintain spam detection levels. The result was increased end-user frustration from decreasing detection rates and increasing false positives, as well as additional overhead costs to maintain the anti-spam service.

In addition to spam issues, users were finding themselves increasingly exposed to malware-laden emails. Traditional anti-virus solutions depend on signatures to detect email-borne viruses, leaving a dangerous window of vulnerability from the first detection of viruses, until signatures were available to block them.

WatchGuard customers needed enhanced protection, effective blocking for a wide range of spam and virus outbreaks, while also taking into consideration simple configuration and maintenance. The solution also needed to effectively address the needs of small to mid-sized businesses.

### THE WATCHGUARD-COMMTOUCH SOLUTION

WatchGuard spamBlocker with Commtouch's **Anti-Spam** and **Zero-Hour™ Virus Outbreak Protection** engines offered the ideal solution, providing 99.9% detection of all types of global spam, including image-based spam, non-English spam, and malware-laden emails.



“We integrated Commtouch technology within our XTM product line in 2005 to increase the protection we provide our customers in the face of growing spam volumes. With Commtouch Anti-Spam and Zero-Hour Virus Outbreak Protection, our customers get exceptionally high detection rates, with almost no false positives. Our customers are extremely satisfied with the detection and the completely hands-free protection they receive.”

Eric Aarrestad  
VP, Marketing  
WatchGuard

# Improved Antispam and Virus Protection

Commtouch's patented Recurrent Pattern Detection™ (RPD™) technology and cloud-based GlobalView™ Network enable WatchGuard customers to reduce their IT overhead by eliminating the need to administer complex rule sets.

spamBlocker is available as an optional subscription on all WatchGuard XTM multi-function firewalls.

## THE BENEFITS OF WATCHGUARD AND COMMTOUCH

WatchGuard spamBlocker, with integrated Commtouch Anti-spam and Zero-hour Virus Outbreak Protection engines, provide customers with numerous benefits including:

- **Higher spam detection and improved virus protection** – WatchGuard customers enjoy higher spam detection rates with almost no false positives. Zero-Hour Virus Outbreak Protection provides enhanced antivirus protection by blocking new viruses in the initial hours of an attack, before signatures are available for their traditional AV solution.
- **Improved performance for all XTM appliances** – The tiny footprint and minimal resource requirements of Commtouch's engines ensure maximum security performance across the complete XTM family. This is especially beneficial in smaller XTM appliances – they receive maximum spam and zero-hour virus protection, with no impact on their performance.
- **Reduced operator overhead** – Commtouch's cloud-based RPD technology automatically updates endpoints, eliminating the need for IT administrators to spend hours tweaking spam rules to address new outbreaks.
- **Integrated management interface** – Data from Commtouch's spam and virus detection are fully integrated within the Fireware XTM Web UI and the WatchGuard System Manager. This enables customers to manage all aspects of network security, including virus and spam monitoring, from a single console.

“Because WatchGuard uses Recurrent Pattern Detection technology for protection, the quantity of spam that gets through is minimal. Tests showed that there were almost no false positives with WatchGuard.”

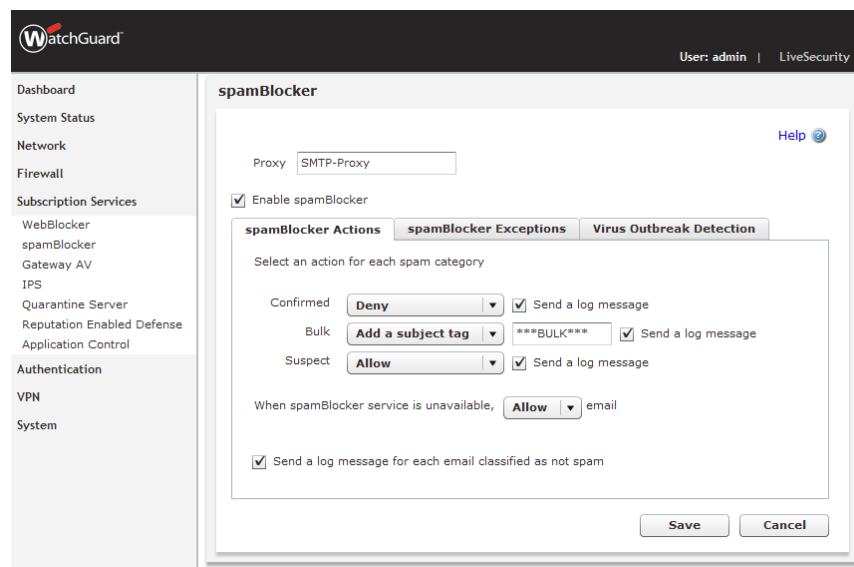
Tom Emmerechts, IT Department  
Escapo Pharmaceuticals  
Belgium

“As a result (of using WatchGuard with RPD technology), productivity has increased significantly, plus management has the peace of mind knowing that employees and students are no longer subjected to offensive material. I have yet to receive a complaint about a legitimate email being blocked.”

Jimmy Estrella, Network Administrator  
Bible Baptist Church,  
Kissimmee, Florida, USA

## SPAMBLOCKER WITH COMMTOUCH'S ANTI-SPAM AND ZERO-HOUR VIRUS PROTECTION

spamBlocker is configured in a common management interface with the other UTM services:

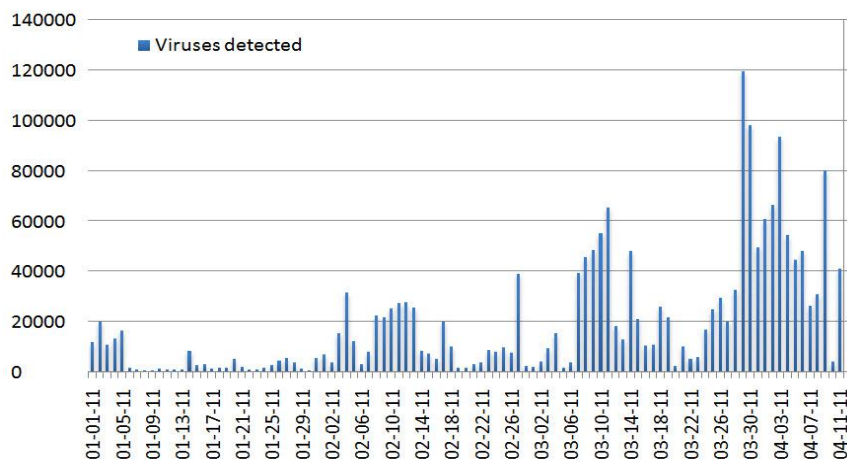


# Improved Antispam and Virus Protection

The spamBlocker Dashboard shows the high spam catch rate provided by Commtouch's Anti-spam and Zero-hour Virus Outbreak Protection:

spamBlocker (Activity since last restart)			
Messages confirmed as spam:	4.555.367 (92,85%)	Messages blocked:	4.554.886 (92,84%)
Messages marked as bulk email:	247.604 (5,05%)	Messages tagged:	3.763 (0,08%)
Messages suspected as spam:	3.346 (0,07%)	Messages quarantined:	0 (0%)
Messages not spam:	99.736 (2,03%)	Messages on white/black list:	55.663 (1,13%)
Total messages processed:	4.906.053		

Number of virus-laden emails Commtouch Zero-hour Virus Outbreak Protection blocked for all WatchGuard customers in March 2011. On a single day during the month, Commtouch blocked 120,000 emails containing viruses.



## ABOUT WATCHGUARD

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Since 1996, WatchGuard Technologies has provided reliable, easy to manage security appliances to hundreds of thousands of businesses worldwide. Our Firebox X family of unified threat management (UTM) solutions provides the best combination of strong, reliable, multi-layered security with the best ease of use in its class. Our newest product line – the WatchGuard SSL – makes secure remote access easy and affordable, regardless of the size of your network. All products are backed by LiveSecurity® Service, a ground-breaking support and maintenance program. WatchGuard is a privately owned company, headquartered in Seattle, Washington, with offices throughout North America, Europe, Asia Pacific, and Latin America. For more information, please visit [www.watchguard.com](http://www.watchguard.com).

## ABOUT COMMTOUCH

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Commtouch® (NASDAQ: CTCH) safeguards the world's leading security companies and service providers with cloud-based Internet security services. A cloud-security pioneer, Commtouch's real-time threat intelligence from its GlobalView™ Network powers Web security, messaging security and antivirus solutions, protecting thousands of organizations and hundreds of millions of users worldwide. Information about Commtouch can be found at [www.commtouch.com](http://www.commtouch.com).