FuseMail®

Case Study: FuseMail helps Muscular Dystrophy Association increase email security while lowering IT costs, directing more of its resources to helping cure diseases.

The Muscular Dystrophy Association (MDA) was unsatisfied with its spam-filtering solution – which required constant monitoring from network administrators, blocked legitimate messages that MDA staff needed, and still regularly let malicious email into the network. After a thorough search for spam-filtering services, they selected FuseMail® – a simplified solution that dramatically reduced email issues throughout MDA's network of more than 150 offices and saved the organization's IT staff significant time and resources previously spent monitoring for spam. With FuseMail, MDA now enjoys reduced email-protection costs and the confidence that its email network is fully secured.

The Client

The Muscular Dystrophy Association (MDA) is a nonprofit health agency dedicated to finding treatments and cures for neuromuscular disease.

Founded in 1950 by adults with muscular dystrophy and parents of children with neuromuscular disease, MDA is the nation's largest nongovernmental funder of scientific research seeking treatments and cures for more than 40 neuromuscular diseases. MDA has funded the discovery of the genetic underpinnings of almost all diseases in its program – including several muscular dystrophies, spinal muscular atrophy, and a form of ALS (amyotrophic lateral sclerosis, or Lou Gehrig's disease).

With headquarters in Tucson, AZ, MDA has over 150 local offices around the country, sponsors some 200 medical clinics and supports more than 300 research projects around the world.

The Challenge

Like many large organizations, MDA faced difficulty managing its vast email network. Spam, viruses and other malicious messages were being introduced into the organization's email environment, putting at risk MDA's entire email network spanning dozens of offices. In addition to the threat posed by malicious emails themselves, MDA faced two related challenges – due to its existing anti-spam application.

> **FuseMail played a crucial role in protecting our business from disruptive email entering our network.**
>
> **Rod Brandon,**
> *MDA Vice President — Information Technology*

One challenge MDA's spam-filtering program created was that it required constant monitoring, maintenance and upgrades by the IT department, to keep up with the ever-changing methods used by deceptive email senders to infiltrate large networks. IT employees, network administrators and technical-support personnel had to devote considerable time to the "spam" project, even though they had an anti-spam system in place.

The second challenge created by MDA's anti-spam solution was that it blocked many legitimate emails – emails important to MDA's staff. IT staff had to spend additional time searching for false positives, and the organization's overall productivity suffered.

The Solution

Unsatisfied with its current spam-filtering program, MDA researched email providers and found FuseMail®, a premier provider of cloud email solutions – email hosting, spam and virus filtering, archiving, encryption and business-continuity services.

FuseMail's tech support team walked MDA's network administrators through a simple setup process – establishing the necessary DNS entries and mail-server settings, for example.

MDA's employees were then initially greeted with a welcome letter explaining how the service worked and a link with a password to review quarantine email. This allowed employees to efficiently access potentially legitimate messages mistakenly caught by the spam engine – which was happening regularly with MDA's previous anti-spam application. Subsequent spam notifications arrived via daily scheduled emails which MDA users were able to quickly review and release any false-positives without needing to log into the quarantine portal. MDA did not experience any downtime or disruption of their email service during the FuseMail implementation process.

The Results

Soon after implementing FuseMail, the Muscular Dystrophy Association found that the service had met or exceeded all of the goals it had set for its new email-protection service.

With FuseMail, MDA realized the key benefits below:

- ✉ A significant drop in email-related issues from MDA's over 150 offices around the country.

- ✉ Dramatically reduced IT resources spent monitoring and maintaining the organization's spam filter.

- ✉ Fewer false positives – due to the simplified process allowing employees to review and white-list legitimate quarantined emails.

- ✉ Renewed confidence in MDA's enterprise-wide email protection-service.

Thanks to FuseMail, MDA now enjoys an enterprise-wide email-protection solution that has significantly reduced email-related issues, lowered overall costs to secure its network and freed the organization's technical staff to focus on other mission-critical projects. And perhaps most important, MDA has the confidence in its anti-spam solution that it can devote fewer resources to policing for unwanted email – and direct more of those resources to helping cure disease.

FuseMail vs. MDA's Previous Anti-Spam Solution

MDA's Email Protection Objectives	FuseMail	Previous Spam Solution
Protect email network from spam and viruses	Yes	No
Reduce IT resources devoted to monitoring email and maintaining the anti-spam solution	Yes	No
Lower overall costs of protecting the network against disruptive emails	Yes	No
Reduce false positives by enabling staff to efficiently review quarantined email and white-list legitimate senders	Yes	No
Increase confidence in security of the email network	Yes	No

✉ FuseMail®