

CUSTOMER SUCCESS STORY



Public Sector



Landratsamt Sigmaringen

The Challenge

The district administration (DA) of the "Tri-state district" of Sigmaringen – it comprises parts of the former states of Baden, Hohenzollern and Wuerttemberg – offers a broad range of services online. The website provides citizens with the option of contacting the authority's staff directly via email. This became increasingly difficult due to the explosive increase in the amount of spam at the district administration.

The IT manager of the Sigmaringen district administration Gerhard Schönbacher summarizes the initial situation as follows: "The filter methods of our Microsoft Exchange email platform were no longer able to cope with the mass of spam. The inspection of the subject line and the text per word list was not efficient. Our staff complained with increasing frequency that important messages were incorrectly filtered out as false positives."

The Solution

The modular iQ.Suite not only converts the fundamental safety aspects such as virus and spam protection, but also provides organizational help, such as the automatic production and attachment of sender signatures. All the steps are carried out centrally by the server and policy-based.

The implementation of the iQ.Suite modules in Version 3.5 took just one day. The amount of training expenditure for the administrator was minimal. The system now integrates 600 users into the email administration.

The first modules to be used by the district administration are iQ.Suite Wall for spam filtering, iQ.Suite Watchdog for virus checking and iQ.Suite Trailer for email signature. "iQ.Suite Wall revealed impressive results in terms of the ratio between the spam filter quota and the exclusion of false positives. Each employee now only receives emails that are really important," says Schönbacher in summarizing the situation. A flexible filter

procedure is responsible for this. Messages which are clearly identifiable as spam (advertising, "hoaxes") are immediately filtered out by the exchange server. The spam probability is deduced by analyzing the sender, the subject line and the message text based on more than 20 groups of criteria. These processes run automatically; any adaptations that need to be carried out to the iQ.Suite are minimal.

The fact that three persons in different areas were responsible for the email administration also proved to be no longer appropriate. A new administrative structure for the email traffic was demanded, which should balance the functional deficits of the messaging environment in the Sigmaringen DA, and it should be possible to administer them centrally via a single interface.

The Sigmaringen DA additionally uses the quarantine database, which email recipients can inspect if the "message situation" is particularly unclear. At the same time, the administrator receives a message on the basis of which the spam and virus filter can be rapidly adapted. Schönbacher concludes: "The iQ.Suite is far superior to comparable solutions in terms of filter efficiency with respect to false positives and the option of differentiating the regulations."

iQ Suite Watchdog uses the finger print method to clearly identify files if they are suspected of containing viruses. These are

potentially dangerous email attachments, such as executable files, to pass through without being inspected. There was also no possibility of storing emails suspected of being spam in a separate database until the recipient could finally evaluate them. Moreover, the virus scanner was not up to date to the nearest hour and could not be set finely enough.



The Sigmaringen local district that is located in the former tri-state district consisting of parts of the former states of Württemberg, Baden and Hohenzollern has existed in its present form since 1973 and comprises 25 independent communities in 8 administrative areas with a population of 132,000 inhabitants.

As an authority of the administrative district, the district administration also has a number of responsibilities towards the citizens in addition to its local authority tasks.



The administrative district of Sigmaringen that is located between the Swabian Mountains, the Lake Constance region and the Danube valley is predominantly oriented towards agriculture. The most important branches of business in the industrial and commercial sector are mechanical engineering, metal production and processing, woodworking and wood processing, chemicals and plastics, electrical engineering, and the leather, textile and garment industries.

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certain patterns which every file type is based on. Falsified file endings can be revealed by comparing the patterns. As file types should not be generally blocked, the module provides options for people to produce their own file models, for instance for text, image and sound documents or to restrict them based on their requirements.

The third application priority in the district administration concerns the sender signature with the iQ.Suite Trailer. In this case, presenting a uniform image to outsiders was crucial for the district administration. Signatures as well as short

The Benefits

Email security and organization in the Sigmaringen district administration are professionally implemented by means of the iQ.Suite. Gerhard Schönbacher sums up the situation as follows: "The iQ.Suite modules function so well together that we don't need to carry out any essential

The Future

The functional areas of the iQ.Suite used up to now have placed the administration of email traffic in the Sigmaringen district administration at a new level. The personnel responsible for IT want to

texts can be generated centrally and automatically attached to outgoing emails with iQ.Suite Trailer. The source for the sender information is Microsoft's "Active Directory" user directory. The administrator compiles the desired user signatures for all the user groups via MMC (Microsoft Management Console). The employees do not need to deal with anything. An "inquiry" with the active directory provides information as to whether additional specific sender information must be integrated over and beyond that of the standard signature, which it then automatically carries out.

intervention work within our systems. It's enough to update the regulations once a month." The management work involved remains minimal due to the centralized administration console that is easy to operate.

continue going down this path and, as a next step, are planning to test the server-side encryption using the iQ.Suite Crypt module.

About GBS

GROUP Business Software is the leading provider of IBM Lotus based solutions and services in the fields of Cloud Computing, Email Management and Archiving, Instant Messaging Management, CRM, Workflow, Banking and Risk & Compliance.

Competencies

GBS solutions feature outstanding usability and unmatched efficiency. The necessary user interaction is reduced to a bare minimum. Centrally defined processes ensure compliance with corporate policies and statutory requirements.

Customers

GBS customers include well-known companies from all over the world, such as Deutsche Bank, Ernst & Young, Honda, Allianz and Miele.