Customer: Royal Air Force Air Cadets

Website: www.raf.mod.uk/aircadets/

Users: 9,000

Country or region: United Kingdom

Industry: Government/Non-Profit

Software and Services: Spam and Virus Protection

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>
> Martin Pratley
> Royal Air Force Air Cadets

ROYAL AIR FORCE AIR CADETS the next generation

Founded in 1938, the Royal Air Force Air Cadets have been encouraging British youth to try careers in aviation since WWII, although their roots predate that. With more than 40,000 cadets between the ages of 12 and 20, the Air Cadets are the largest youth air training organization in the world, with more than 40 percent of RAF officers and pilots being former cadets.

The Challenge

The Air Cadets, although a civilian youth organization, is still a part of the Royal Air Force, which is overseen by the even larger Ministry of Defense. As such, having military-grade IT security is paramount to protecting national security. Furthermore, with more than 9000 end users, many of whom are frequently in the media or listed as contacts online for local training programs, the Air Cadets needed a robust – and secure – email filtering solution.

Martin Pratley, SO3 Bader Systems Manager from Headquarters Air Cadets explains, "About 30 percent of our email was spam or malware. As a part of the Ministry of Defense, we could not afford to take any chances of a malware infection. Additionally, we didn't want to risk that one of the cadets would be exposed to inappropriate content because it contained spam or malware."

At the same time, the Air Cadets wanted the freedom to choose where their Exchange was virtually hosted. They needed a robust spam and virus filtering solution that would work seamlessly with their hosted Exchange.

The Solution

After getting a recommendation to try AppRiver's cornerstone IT security solution, SecureTide™, a spam and virus protection solution, the Air Cadets decided to give it a try. The solution met their standards of being able to work on their server and promising to block 99 percent of spam and viruses. The 30-day risk-free trial and no contracts, hardware or software and real-times updates were an added bonus.

Within 24 hours of turning on SecureTide, Martin was amazed that he never noticed a disruption with the service. "When I received an email from AppRiver around the 24 hour mark, I thought it was going to warn me that my server might be offline while they completed onboarding. I was pleasantly surprised to see that instead they were letting me know that everything had been completed successfully."

The ease of the solution did not stop there. While the Customer Portal is designed for all levels to use, from server administrator to novice, SecureTide's simple implementation requires very little time spent managing settings. "Although the Customer Portal is very easy to use, we mainly need it to manage our whitelist requests. The solution is so intuitive that we rarely need it outside of that. It is very 'set it and forget it'."

As far as protecting the Air Cadets from spam and viruses, SecureTide held true to its promise to block more than 99 percent of spam and malware.

"We have not had a spam or a malware issue since we turned on the service," said Martin. "The Daily Held Spam Reports make it extremely easy for our volunteers and permanent staff to see if something has been held by mistake, and gives them the ability to release the held mail. Teaching volunteers and permanent staff to check their Daily Held Spam Report was possibly the most complicated part of onboarding the solution, which is to say it was not complicated at all."

The Benefits

AppRiver's 24/7 Phenomenal Care™. Martin says the response time for support emails is a welcomed break from the norm in the IT security industry. "The longest I've had to wait for an email to be returned is 24 hours, and that is atypical for AppRiver and warranted of an issue that needed escalating. Normally, I have an email response in under an hour, which is incredible considering that when I am emailing them at 8am here, it is still 2am at their support center."

Additionally, SecureTide is designed to work seamlessly with Secure Hosted Exchange and Office 365™ Plus. So regardless of if you want your mail hosted or in the cloud, SecureTide can protect your inbox from spam and virus.

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