



Case Study - CCV Insurance & Financial Services Inc.



Jovian Technology's Europa Anti-Spam & Email Appliance delivers highly effective protection against spam and viruses at CCV Insurance & Financial Services Inc.

Jim Snow, IT Manager at CCV Insurance & Financial Services, explains: "Europa has delivered the best Anti-spam & Email technology to defend the firm against email spam and harmful viruses." Mr. Snow is very pleased with the recent installation of Jovian Technology's Europa Anti-Spam & Email Appliance as a replacement for the outsourced email security management services CCV was using previously.

CCV found that an outsourced email security management service did not deliver the efficiency and effectiveness they had expected. First, this approach created a heavy workload for IT System Administrators since all spam emails were delivered in a single folder. IT personnel had to sort through this spam folder and evaluate whether a particular email truly was spam or whether it should be re-directed to the end user recipient so that this employee could handle the message. Second, this approach led to a number of situations where email messages were labelled as spam when they were not, and employees failed to receive information that was necessary to the fulfillment of their job responsibilities.

At CCV, email communication is an essential business tool that allows the company to give its customers an efficiently-delivered written confirmation of insurance and/or investment transactions. It is also an excellent way to interface with the company's business partners. In view of the critical role of e-mail communications and of the highly competitive nature of the financial services sector, CCV's IT department is always looking for ways to deliver a competitive advantage to the company through high quality office productivity tools. This is why Mr. Snow's group conducted a thorough analysis of alternative anti-spam solutions before selecting Jovian Technology's Europa Anti-Spam & Email Appliance. Europa is an integrated, cost-effective appliance that offers protection against spam, viruses, phishing attacks, and that can act as an email server. Europa uses the industry's most sophisticated mechanisms, including Bayesian analysis and spam scoring, to deliver a high degree of spam filtering accuracy. As mentioned by Jim Snow, "with Europa, the false positive error rate has been extremely low, at about 1.1%, very cool...". CCV will also benefit from Europa's flat fee pricing, without Per User licence fees.

Through Europa's *Personalized Spam Management (PSM)*, employees will be able to manage and fine-tune their spam filters, according to their job requirements. Newsletters and other communications from different professional organizations and industry associations will no

longer be erroneously labelled as spam. A simple process of user-specified rules allows the creation of personalized blacklists and whitelists. Through a multi-level filter, it is also possible to create departmental-level and corporate-wide consolidation of spam filtering. As Mr. Snow mentioned: "users will personalize their own spam-handling environment and will be able to set their time delivery for daily or hourly email summary."

CCV's IT System Administrators greatly appreciate Europa's extensive reports and logs which assist them with the email services they deliver to 75 users. On a recent 3-day period, they were able to monitor that Europa had:

- stopped over 2,300 spam emails from reaching CCV, and
- properly handled over 3,700 other emails sent to CCV.

Europa logs the status of all incoming emails so System Administrators can easily identify whether an email was rejected, received, dropped, quarantined, or delivered.

When Jim Snow was looking for an improvement to his company's email filtering capabilities, he turned to CCV's premier hardware and software supplier for the past eight years, AE ComputArE Inc. This Value-Added Reseller fully understands that, while small to medium-sized enterprises have limited IT budgets, their IT needs are often equivalent to those of large enterprises. This is why AE ComputArE works very closely with its customers and suppliers to install IT solutions that deliver strong functionality at an affordable price. When designing an email filtering solution for CCV, AE ComputArE collaborated with Jovian Technology to enhance Europa's features so that the product would more fully meet the company's requirements and fully integrate with CCV's email environment.

Now that Jovian Technology's Europa Anti-Spam & Email Appliance is active at CCV, Jim Snow states that "users are confident they can send and receive email without the annoyance caused by email spam and email loss." Europa will protect CCV's employee productivity and the integrity of the firm's information assets.

About CCV Insurance & Financial Services Inc.

CCV Insurance & Financial Services Inc. has been serving Ontario for over thirty years. The firm's goal is to deliver a complete range of insurance protection and financial services. As a member of the Independent Brokers Association of Ontario, CCV works with many insurance companies to bring to its clients products that offer value and protection. The firm offers personal, commercial, and group insurance as well as financial planning to meet its clients' evolving insurance and financial needs. CCV strives to deliver consistent levels of exceptional service through investments in technology, training, resources, and communications.

About Jovian Technology Inc.

Jovian Technology is a Canadian company focused on delivering IT Infrastructure and Application products. Its offerings include the Europa Anti-Spam & Email Appliance, a versatile solution that is easy to manage and that can act as an automatic fail-over email server. Europa protects employee productivity and the integrity of corporate resources. In addition to its fully integrated hardware and software solutions, Jovian Technology offers Research, Engineering, and Consulting services. The company specializes in the development of embedded systems.

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Contact:

Eric Wong
Jovian Technology Inc.
+1.905.366.0100 ext.81 +1.888.584.2584
ericw@joviantechology.com