

**“PAETEC gave us the tools, services, and support to provide outstanding, world-class technology services to our constituents.”**

Pablo Molina

CIO

Georgetown University Law Center

**Industry:**

Higher Education

**Size:**

350 Employees; 3,000 E-mail Users

**Location:**

Washington, DC

**Founded:**

1870

**Website:**

[www.law.georgetown.edu](http://www.law.georgetown.edu)

## Georgetown University Law Center

### Customer

Georgetown University Law Center, located in the heart of the nation's capital, educates an exceptionally talented and diverse student body for the legal practice and the pursuit of justice in the community, the country, and the world. Founded in 1870, it was the first law school established in the United States by a Jesuit Institution of higher learning. The Law Center's world-class faculty, recognized for the quality of both its scholarship and teaching, has engendered a learning environment that combines academic and theoretical excellence with a thorough grounding in practical problems and practice of law.

### Situation

The majority of Georgetown's faculty, staff, and students utilize e-mail services, encompassing roughly 3,000 users. E-mail is a mission-critical application to the academic institution. Spam, virus issues, and content issues seriously distract all users alike.

Unwanted e-mail has led to lost productivity, spoilage of University resources, and user dissatisfaction. In fact, the e-mail system was so overloaded with virus and spam messages that it went down on several occasions. Georgetown sought after a solution to eliminate the overwhelming amounts of unwanted spam, objectionable images, and disabling viruses, in order to meet community expectations, as well as maintain organizational values. Georgetown University Law Center's Chief Information Officer Pablo Molina detailed an incident in which the technology team received an alarming phone call from a member of the Campus Ministry. "Sister Dorrinda Young indicated that she was receiving very strange e-mails about body parts she did not have," said Molina. As a private Jesuit University, Georgetown was also concerned with content control. However, they also understood that one individual's spam is another individual's research.

In an attempt to take care of spam, Georgetown conducted awareness and educational campaigns using tips from the Federal Trade Commission and industry experts. In addition, it aided community members in establishing junk mail filters and regulations in their e-mail client software programs. However, both of these initiatives had limited success in reducing spam and viruses.

**“PAETEC is very agile in responding to our needs and has outstanding customer service. All the people we work with at PAETEC have a strong understanding of our business needs and can help us meet our goals.”**

Pablo Molina  
CIO  
Georgetown University Law Center

## Solution

Dissatisfied with its attempts to find an in-house solution to monitor spam, viruses, and objectionable content, Georgetown turned to an external solution. Already a PAETEC customer for several years, Georgetown turned to its trusted provider and PAETEC’s E-mail Security Services (ESS) to handle the situation. Confident that PAETEC would provide a high-end solution that was cutting-edge and efficient, Molina commented, “Having done business with PAETEC in the past, I knew this was going to be a breeze, and it was.” The implementation was straightforward and seamless. According to Molina, “Community expectations were not only met, but exceeded.”

PAETEC’s effective ESS solution not only offers protection from viruses, spam, and objectionable content, but PAETEC Anti-Spam’s Spam Manager has a spam review feature. All messages labeled as spam can be reviewed to ensure that false positives, or messages identified as spam, are in fact spam. The system can be configured to discard all spam messages and save valid messages in the server.

## Result

“PAETEC’s E-mail Security Services are critical to our operations. Before implementation, more than 50% of incoming e-mail was virus-infected or spam. Over half a million spam messages used to arrive at the institution on a given month, requiring each community member to delete an average of 167 unwanted messages,” Molina commented. ESS has stopped over 485,814 viruses and blocked roughly 2,835,773 spam messages from the University’s system.

PAETEC’s E-mail Security Services helped the University preserve its resources, including but not limited to bandwidth, e-mail infrastructure, support services, and information defenses resulting in major cost savings. In fact, ESS helped Georgetown regain more than 50% of its e-mail resources. “PAETEC gave us the tools, services, and support to provide outstanding, world-class technology services to our constituents,” commented Molina. There was also an increase in productivity across campus, since time was no longer spent dealing with spam and virus issues. Most importantly, “Our students and employees are happier now, which makes for a better learning environment. All of this is a direct result of using PAETEC’s E-mail Security Services,” remarked Molina. PAETEC has the beneficial ability to be “mindful of organizational culture and meet community expectations by removing offensive messages from our inboxes.”