

# SkyWest Airlines

**950 Users in 80 Cities • 95% of Spam Eliminated Day One**

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**Jim Jensen, Vice President of Information Technology**

## **The Problem**

### **Spam Volume Overwhelms In-house Appliance**

With more than 6,500 employees in 80 U.S. cities, SkyWest Airlines is the world's largest independently owned regional airline. SkyWest provides 1,200 daily flights to more than 100 cities in 27 states and Canada, as a partner carrier for United Airlines, Delta Air Lines and Continental Airlines.

While SkyWest had developed an internal messaging system for the majority of its employees, the IT department still managed more than 900 Exchange email users. In 2002, SkyWest Vice President of Information Technology, Jim Jensen noticed an increasing problem with spam throughout the company.

“We started seeing a marked increase in spam complaints from users to our help desk and our IT staff,” Jensen recalled. “It was quickly reaching a point where we had to do something since our third-party in-house appliance was not able to keep up with the variety or volume of spam.”

Because Jensen and his staff were constantly playing “catch up” with their existing in-house appliance and spam was still getting through, he made the decision to find another anti-spam solution for SkyWest's Windows/Exchange

email system. Initially, Jensen was focused on purchasing a “high-end” combination anti-spam hardware and software product.

Reading about Postini's anti-spam managed service in a trade journal, Jensen decided to make a call and find out more. “The Postini solution seemed too simple and too good to be true,” Jensen remembers. “We called a couple of Postini customers to verify that the product worked and figured we had nothing to lose by setting up a free 30-day trial.”

## **The Solution**

### **SkyWest Chooses Postini Service Over Software/ Appliance Product**

Within a week of initiating contact with Postini, Jensen had activated Postini Perimeter Manager on a trial basis with a simple MX redirect. The difference was evident immediately.

“As soon as Postini started its service for us, it was like someone turned off the switch on all the spam we were getting,” Jensen said. “We eliminated 95 percent of our spam problem from day one.”

Starting the free trial was a no-brainer according to Jensen. “There was really no risk to trying the Postini anti-spam service,” he explained. “Besides, the

Postini solution was less than half the total cost of the combination hardware/software product we almost decided to go with.”

Jensen noted that he was attracted to the Postini solution not only for its anti-spam capabilities but also for its first level virus scanning. Jensen also uses Postini's web console for occasional management reports on spam and virus activity.

## **The Results**

### **Spam Eliminated. Productivity Restored.**

Jensen and his IT staff received lots of positive feedback from end users as soon as he activated Postini, with many users indicating they had gained back up to an hour each week by having spam eliminated from their email boxes. That resulted in hundreds of person hours of productivity every week regained from spammers.

“The Postini solution works great,” Jensen said. “We set it up so easily and can now basically forget it. We've rarely needed any kind of support but Postini was always there if we did.”

Jensen indicated the Postini solution is “nearly transparent” with his IT operation, and he does not feel any loss of

## About Postini

Postini, Inc. is the industry's leading provider of email security and management solutions that protect email communications infrastructure by preventing spam and other SMTP attacks from reaching the enterprise gateway. Postini's patented managed services model utilizes exclusive preEMPT technology to eliminate spam and viruses, stop DoS and directory harvest attacks, safeguard content, and improve email performance. Founded in 1999, Postini processes more than one billion email messages per week for more than 3,000 companies.

control from a solution that operates outside of his network before spam ever reaches SkyWest's email gateway. On the contrary, he sees it as a management plus.

"Postini Perimeter Manager is one of the few technologies in my experience that did what it said it would do—control spam and increase virus protection—and works as easily as Postini promised it would," Jensen concluded.



**Preemptive email protection**

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**For more information or to see if your organization qualifies for our free 30-day, no risk-trial of Postini Perimeter Manager, call toll-free 1-888-584-3150, email us at [sales@postini.com](mailto:sales@postini.com), or visit us online at [www.postini.com](http://www.postini.com).**

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