



CUSTOMER SUCCESS STORY

## Community Health Partnership

### PROFILE SNAPSHOT

Organization:

Community Health Partnership

Industry:

Healthcare

Licensed Users:

500

Abaca Solution:

EPG 1000 with ReceiverNet™ Premium Service

Abaca Protected Customer Since:

2007

## Abaca® enables business to recoup millions worth of lost productivity and dramatically increase network bandwidth

Many adults have chronic medical conditions, physical disabilities or cognitive problems that make it difficult for them to perform daily activities in their own homes. Community Health Partnership, Inc., based in Eau Claire, Wisconsin, is a nonprofit, contracted Medicare and Medicaid care management organization that offers a range of services designed to address these situations. Community Health Partnership's mission is to help frail elderly and physically disabled adults live independently at home or in assisted living communities for as long as possible.

Staying true to that mission has been a huge success for Community Health Partnership's members, who enjoy much better quality of life in their own homes, and for the state of Wisconsin, which has saved \$80 to \$90 million in nursing home costs. Community Health Partnership's innovative healthcare model has been so successful, in fact, that its employee growth rate is now at 36 percent and the organization plans to open five new offices beginning in early 2008.

But with this successful growth came a very unpleasant side effect: spam.

### An organization overloaded with spam

When Network Engineer Jay Roberts joined Community Health Partnership in May 2007, he was immediately tasked with eliminating spam. "That was the number one concern," he recalls. "The Chief Executive Officer was getting over 400 messages a day, and the finance department was getting 500 to 1000 messages a day. Our log files couldn't handle it, and our spam-blocking software couldn't keep up."

An experienced engineer who had previously worked at General Electric and 3M, Roberts began researching available anti-spam solutions. Abaca's Email Protection Gateway caught his eye. "The technology Abaca uses is completely different from what anyone else is doing," he says. "And they offer a money-back guarantee." Roberts was also impressed with Abaca founder Steve Kirsch's reputation as an Internet pioneer.

### Trial by firewall: outstanding tech support makes it all work

Community Health Partnership was ready to trial the Abaca Email Protection Gateway™, but before they could install the appliance their firewall suddenly failed. Roberts and his team installed a new Cisco-based firewall, which meant that Abaca's Email Protection Gateway had to be completely reconfigured. Roberts spent hours on the phone with Abaca's technical support—and came away extremely impressed.

"The kind of support Abaca gave us is unheard of in the IT world," he says. "Usually companies ship you a box and tell you to go figure it out, or transfer you to an offshore call center that can't help you. Abaca didn't do that."



They provided local support from people who know what they're doing. They did the research and worked out the configuration changes for us. Then they talked us through the configuration step by step."Abaca thinks outside the box."

Roberts notes that the quality of technical support can make or break an IT installation. "If Abaca hadn't made the appliance work with our network, I would have sent it back," he says.

*"I've never seen anything like it. The spam stopped immediately. Our CEO came up and personally thanked me for clearing out her mailbox."*

**- Jay Roberts**  
Network Engineer

### Instant results with 99 percent improvement

Once the configuration changes were complete and the Email Protection Gateway turned on, Community Health Partnership began its 30-day trial. They experienced instant results.

"I've never seen anything like it," Roberts says. "The spam stopped immediately. Our Chief Executive Officer came up and personally thanked me for clearing out her mailbox."

Roberts also marvels at how complete Abaca's spam blocking solution is. "I would have been happy with a 90 percent improvement," he says. "This is more like 99 percent!"

Since installing the Email Protection Gateway in June 2007, Community Health Partnership's network bandwidth has increased approximately 25 percent and the organization has recouped millions of dollars' worth of lost productivity. "Before we installed the Email Protection Gateway, the average employee was spending at least 15 minutes a day on spam," says Roberts. "Multiply that by 450 employees over a period of three months and it's clear that the Email Protection Gateway quickly pays for itself."

### Abaca delivers a unique approach to eliminating spam

As Community Health Partnership continues to expand its organization, Roberts anticipates that the Email Protection Gateway will easily keep pace. "Nothing else comes remotely close to Abaca's scalability," he says. "There are more expensive solutions out there that support a few hundred users. Abaca supports thousands for a lot less."

Looking back on the ineffective spam solutions he has encountered at other organizations, Roberts reflects on the uniqueness of Abaca's approach. "Instead of using blacklists and whitelists, Abaca uses an algorithm that really digs down to the roots of the spam problem," he says. "This is the anti-spam solution we needed ten years ago."



#### Abaca Technology Corporation

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Case Study  
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### About Abaca®

Abaca Technology Corporation is an innovator in email protection and messaging security. Abaca's patent-pending technology, ReceiverNet™, offers an advanced approach in the fight against spam — providing unprecedented levels of accuracy and guaranteeing 99 percent spam filtration. Abaca has created a portfolio of innovative products and services based upon this core technology, thereby assuring users unparalleled messaging protection from spam, as well as viruses and phishing attacks. Abaca is a privately held company headquartered in San Jose, California. For more information about Abaca, please visit [www.abaca.com](http://www.abaca.com).

To learn more or request a free evaluation, call us at 877.462.2222 or email [info@abaca.com](mailto:info@abaca.com).