



## The Tech Museum of Innovation

CUSTOMER SUCCESS STORY

### PROFILE SNAPSHOT

Organization:  
**The Tech Museum  
of Innovation**

Industry:  
**Travel and Tourism**

Licensed Users:  
**200**

Abaca Solution:  
**EPG 100 with  
ReceiverNet™  
Service**

Abaca Protected  
Customer Since:  
**2006**

### Abaca® breakthrough technology raises industry benchmark

San Jose's Tech Museum of Innovation, informally known as The Tech, inspires the innovator in everyone it reaches. The Tech is one of California's most popular destinations, landmarked as the orange museum with the purple IMAX dome. Renowned for its ingenious, hands-on, and creative exhibits, which are divided among themed galleries, The Tech leaves its guests with a truly memorable and educational experience.

#### Technology challenge

Before The Tech installed Abaca® Email Protection Gateway™, approximately 85 percent of the museum's inbound email was spam, totaling up to 35,000 spam emails a day of which many were dangerous "phish" messages. Craig Rosa, The Tech's Director of Information Technology, was desperate to eliminate their spam problem because it was wasting the museum's resources. "From a productivity standpoint, let's say it takes 10 to 20 seconds of your time to deal with each unwanted message. We were getting 35,000 spam emails a day. If you do the math, that's a lot of money down the drain." Instead of using their resources developing new exhibits, Rosa was forced to use it to control their spam.

#### Abaca — drives immediate and substantial results

After months of trying several other anti-spam solutions, all which failed to meet Rosa's needs or expectations, Rosa and his team discovered Abaca. After installation, the Email Protection Gateway's impact was immediate and substantial. Rosa estimated the appliance blocked 99.9 percent of their unwanted emails and generated almost no false positives. "One of our users received about 1,500 spam emails per day. Now he receives one or two."

The Abaca product is a breakthrough innovation fighting against spam, spammers, and the amount of time, money, and resources wasted on simply dealing with spam. The Abaca Email Protection Gateway is the sole anti-spam appliance that detects spam based on receiver reputation.

ReceiverNet™ is based on a sophisticated mathematical formula, which differentiates spam and legitimate mail by calculating the mathematical relationship between the two, and determining each users' probability of receiving spam. Using this novel algorithm, ReceiverNet consistently catches spam at the rate of 99 percent and above, is language and image independent, and automatically fine tunes itself to the user.

Rosa is extremely satisfied with the Email Protection Gateway because it is easy to manage and cost effective. Abaca's product relieved The Tech's IT department of spam, which had been negatively affecting staff productivity and morale throughout the organization. In the long run, Rosa saved money investing in Abaca's solution, and for a low cost, he found a solution he used to dream would be invented.

"Abaca Email Protection Gateway is far better than any product we've used for spam protection by an order of magnitude," concludes Rosa. "You truly set and forget it, and it requires no daily maintenance for a low total cost of ownership."

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**- Craig Rosa**  
Director of Information Technology



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Case Study  
TECH101207

### About Email Protection Gateway™

Abaca's Email Protection Gateway supports thousands of users and requires no administrator tuning to deliver near-perfect filtering accuracy. Installed in front of the email server, the Email Protection Gateway blocks spam, viruses, trojans, and phishes — reducing the workload on email servers and administrators with a scalable, reliable, and flexible solution for email security. At the core is a disruptive technology that includes multiple ways to identify spam, delivering unprecedented filtering results that surpass 99 percent accuracy.

Email Protection Gateway's administration features include graphical reports, a secure web-based management console, and plug-and-play installation. End user features include per-user personalization and a searchable quarantine that has borderline emails prioritized and sorted making it easy to find potential false positives without having to scroll through pages and pages of quarantined emails.

### 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).