

**The use of email in the education sector is no longer the province of specialist or private schools, but has become mainstream, as Information Communication Technology is now well established as part of the National Curriculum. By 2006, the Department for Education and Skills aims to have 100% broadband connectivity in schools as well as to achieve and maintain the 2004 targets of computer pupil ratios (1:8 in primary schools and 1:5 in secondary schools).**

Hartsdown Technology College, Kent, is proud of its strong reputation for keeping students, from years 7 through to 13, at the forefront of e-learning and expanding its teaching potential by integrating technology into everyday schooling. With an impressive computer to pupil ratio (1:3), Hartsdown encourages the use of interactive whiteboards and offers a dedicated website where students can access information about homework and future coursework. This provides easy access to materials for those unable to attend school without falling behind and has the added benefit of giving parents the opportunity to more closely monitor what their children are studying and achieving. In addition, all students and staff have individual email accounts which form an integral part of communication between staff and student.

### Issues

Prior to implementing Webroot's Email Security SaaS (Software as a Service), Hartsdown Technology College had no filtering solution in place. This presented the school with all the normal problems associated with business life, such as viruses resulting in computer network down time; spam taking up necessary network bandwidth and more importantly, undesirable pornographic content directly targeting student inboxes. With a particularly forward thinking attitude to integrating technology, Hartsdown Technology College had a similarly rigorous attitude to protecting its students from undesirable content. It decided to tackle the issue head on by implementing an effective web-based filtering service that detects and removes spam and viruses before they reach the school network thus preventing illegitimate emails ever reaching the inbox.

### User

Hartsdown Technology College has 1,100 students, as well as 70 staff. Incoming email at the school currently stands at an average of 2,135 emails per day. Filtering statistics show that of this total, 84.9% of email traffic is spam, and 52% of this spam contains pornographic material. 50 viruses are sent to recipients at Hartsdown Technology College by email per day.

### Services

Webroot was selected on the basis of its performance, ease of implementation and use, value for money and most importantly, its effectiveness. Hartsdown Technology College takes advantage of the following web-based email filtering services:

**Anti-spam technology** – global monitoring of spam and email trends allows Webroot to catch 98.2% of spam with almost zero levels of false positives.

**Image scanning technology** – World leading image recognition software blocks emails with inappropriate images through recognition of shape and colour.

**Anti-virus technology** – the College subscribes to Webroot Email Security SaaS' sophisticated heuristic based antivirus technology that blocks 100% of all known viruses.

### Results

Webroot has provided an effective filtering solution for Hartsdown Technology College and has one of the leading success rates in removing unsolicited content from email.

## Comments

*'Our students use email all the time – both recreationally and as part of their studies and its management requires the same commitment as would be considered for any large business. Not only do we have an extreme duty of care to protect them from objectionable subject matter but we can ill afford to ignore unsolicited content and spam taking up unnecessary bandwidth. Downtime caused by malicious attacks has the same impact on our day to day 'business' as it would any other business.*

*'Webroot has been able to offer exactly the level of service that we needed to protect our children cost effectively, as we are ever-mindful of our budgets. It was vital for us to acquire and implement a service that requires minimum effort to get running and manage – so using a system which is web-based and intercepts all threats before they reach our school PCs was an ideal solution. Webroot has been highly effective in counteracting the manifold threats that our children can potentially be subject to from their school PC.'*

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