# American University in Dubai secures email with Google

CASE STUDY

**User:**
American University in Dubai

**Country:**
UAE

**Industry:**
Higher Education

**UAE**
102, Building No. 5
Dubai Internet City
P. O. Box 500285
Dubai, UAE
Tel: +971 4 4294900
info@fvc.com

**Saudi Arabia**
303 Al Khozama Center
P. O. Box 11583
Riyadh, Saudi Arabia
Tel: +966 1 2175530
infosa@fvc.com

**Lebanon**
Berytech Technological Pole
Mkalles, Beirut, Lebanon
Tel: +961 4 539090
infolb@fvc.com

**Egypt**
6 A, Sebaq St.
Heliopolis
Cairo, Egypt
Tel: +20 2 26435280
infoeg@fvc.com

**Morocco**
Technopark
Bureau 357 – 358,
3eme Etage
Route de Nouaceur
Angle RS 114 CT 1029
Casablanca, Morocco
Tel: +212 22 958450
infoma@fvc.com

**www.fvc.com**

## Background

The American University in Dubai (AUD) is a private, non-sectarian institution of higher learning founded in 1995. It provides UAE nationals and international students with both US and UAE accredited Masters and Bachelor degrees for all its programs. The university provides its own computer facilities, running a variety of engineering, business, multimedia and IT specific applications.

## Challenges

AUD provides computing facilities used by over 3,000 students and staff, and an email server for its 200+ education faculty and support staff. Every day thousands of emails addressed to the institution and its employees are routed through the email servers and directed to individual addresses within the network. As with any email service, personal or institutional, the problem for AUD lay in efficiently distinguishing the hundreds of legitimate emails from the hundreds of unsolicited junk emails (SPAM).

AUD's IT Services Manager, Frank Seifaee, explains that "from time to time the filtering system would block legitimate incoming and outgoing emails, rendering it ultimately ineffective. Such a problem presented itself as more than just an inconvenience as there were complaints about emails not being delivered. Basically, we wanted a more reliable and cost effective solution for our email filtering."

## Solution

Based on his experience in the US, Seifaee approached Google for its Google Message Security (GMS) service and arranged for a Proof of Concept (POC). Satisfied that it was suited to their needs, the University purchased a 275-user service, (utilizing the offered 'schools and non-profits' discount) with cost calculated at a standard annual rate per user.

GMS (powered by Postini) operates upon the Software-as-a-Service (SaaS) concept, whereby applications are provided as an on-demand service. This means that any installation and integration of software into an existing network of computers is no longer required, as the software is hosted externally. Under the terms of the GMS service, the user's emails are scanned by Google servers in real-time for SPAM detection. Daily notifications of the quarantined emails are sent to users by email. . AUD's IT department maintains administrative capability over the service.

Switching between mail servers, users can face a variety of complications including the loss of emails. However, Seifaee noted that "the email migration to Google Message

CASE STUDY

**User:**
American University in Dubai

**Country:**
UAE

**Industry:**
Higher Education

**UAE**
102, Building No. 5
Dubai Internet City
P. O. Box 500285
Dubai, UAE
Tel: +971 4 4294900
info@fvc.com

**Saudi Arabia**
303 Al Khozama Center
P. O. Box 11583
Riyadh, Saudi Arabia
Tel: +966 1 2175530
infosa@fvc.com

**Lebanon**
Berytech Technological Pole
Mkalles, Beirut, Lebanon
Tel: +961 4 539090
infolb@fvc.com

**Egypt**
6 A, Sebaq St.
Heliopolis
Cairo, Egypt
Tel: +20 2 26435280
infoeg@fvc.com

**Morocco**
Technopark
Bureau 357 – 358,
3eme Etage
Route de Nouaceur
Angle RS 114 CT 1029
Casablanca, Morocco
Tel: +212 22 958450
infoma@fvc.com

**www.fvc.com**

Security was a simple process and did not cause any major problems or surprises, a testament to the service's advanced nature.

## Result

For AUD, switching to GMS has largely improved its anti-spam/anti-viral capacity and freed up staff and resources whilst maintaining administrative control.

As the AUD's Seifaee said, "We are very satisfied" with the new service. Our previous software was randomly blocking legitimate emails from our users, sometimes blocking clean emails. Google Message Security is much better in terms of detecting and separating unwanted emails".

Although there are no concrete plans for the future, the AUD is considering extending its GMS account at some point in the future.