The Long Island Rail Road

The Long Island Rail Road liked the Micro Focus® Secure Messaging Gateway product because it helped the organization stay on track. It keeps the GroupWise® mail system spam free.

Overview

Every weekday, the Long Island Rail Road helps 290,000 passengers get to and from work on its 735 daily trains. A less visible part of infrastructure are the 10 MTAs running on its GroupWise 6 system and the 2,000 email accounts needed to keep North America's busiest rail road on track, and on time.

Challenge

How many messages does the system handle? "We blocked 34,000 messages—spam—in the last month," reports Network Engineer Roy Dragotta. Mr. Dragotta oversees the Rail Road's IT infrastructure. He has been employed by the transportation authority for a decade and a half. Over that time, Mr. Dragotta has watched the communication and transportation technologies grow and integrate. "I love my job. It's a very interesting area," Mr. Dragotta says enthusiastically, explaining that the mix of technologies, timetables and ever-evolving needs of the transportation industry ensure a dynamic

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ROY DRAGOTTA
Network Engineer
Long Island Rail

workday for him. "You don't get bored too frequently." Essentially, he's the conductor for the LIRR's mail, rather than rail, network.

The authority boasts 1,060 rail cars, 701 miles of track, and 124 train stations. The associated IT technology to maintain the rail road's 94% on time record is demanding but engaging. Less enjoyable is the nettlesome problem of spam.

Solution

"Spam has gotten out of control," Mr. Dragotta muses. "I'd say in the last year it's become much more of a problem." His organization is dedicated to efficiency and regularity. A public transportation system is part of the infrastructure of a region's economy and cannot halt. A derailed mail server is not an option. Secure Messaging Gateway's spam blocking is both effective and integrates smoothly with the LIRR's communication infrastructure, Mr. Dragotta reports. Secure Messaging Gateway includes multi-server deployment and management tools. This places all the tools a mail administrator needs within easy reach. No additional software packages are needed to add functionality later.

"It works really well with GroupWise, which was a big consideration. It didn't require an additional Windows 2000 box," Mr. Dragotta recalls. "There was no additional configuration. It fit in

At a Glance

■ **Industry**
Travel & Hospitality

■ **Location**
United States

■ **Challenge**
The organization needed to combat a growing spam problem.

■ **Solution**
Use Secure Messaging Gateway to block incoming spam.

■ **Results**
+ Blocked 34,000 messages in one month.
+ Protects Long Island Rail's public image by filtering inappropriate content

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perfectly well with our infrastructure," he adds." Once you get it going, it really doesn't require any maintenance unless you want to change something. "For example, when a user reported spam from a certain IP, managers were then able to return to more important tasks—keeping the trains on time. The real-time blackhole lists are helpful in automatically adding domains originating spam. This hands-free operation makes Secure Messaging Gateway a pleasure to use," Mr. Dragotta reports. Anti-Virus operations are also smooth. He had anticipated that the integration of Secure Messaging Gateway with another pre-existing security product might be problematic, but they worked together immediately, he reports. Even administrators outside his IT department are impressed, Mr. Dragotta observes. 'When I tell them how much spam we block per month, they can't believe it.'

Results
Secure Messaging Gateway also helps maintain peace of mind in other ways. The Long Island Rail Road moves 83.9 million passengers annually. Public perceptions count. With 6,000 employees, it is vital to ensure that the email system is used appropriately and that communications with the lirr.org domain are professional. "We have a public face." Secure Messaging Gateway content filtering technologies guarantee that only appropriate language is transmitted through the LIRR electronic mail network. This works for all mail traveling through the railroad's MTA, not merely inbound mail from the internet. The same technology that monitors GroupWise at the post office level for spam and viruses can also be used for quality control of employee communications. Being the conductor of LIRR mail system has one additional benefit. He occasionally gets to ride in the engine. "We did that as part of our training when I first started," he recalls. "But I haven't done that in a while." Did he get to blow the whistle? "Of course!"

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