

## City of Chula Vista Uses Webroot to Protect Government Email

The city of Chula Vista, located on the San Diego harbor, is home to almost a quarter million California residents who love sun, surf and the perfect Mediterranean climate. It is also home to the only warm weather Olympic Training Center in the U.S. where athletes train in archery, canoe, kayak, rowing, cycling, soccer, field hockey, softball and track and field. The municipal government of Chula Vista is renowned for its excellent planning—and this reputation extends to its computer security infrastructure team. Pat Garcia, Sr. ITS Specialist, is a member of this team and is responsible for email security.



### The Problem

Keeping a municipal government running smoothly is not always an easy task. The IT staff for Chula Vista serves several crucial government departments including police, fire, public works, building, planning, the library system, as well as the mayor and the town council. To ensure that these groups are providing the best service to Chula Vista citizens, email must be sent and received in a timely manner. One thing that can prevent that is spam.

If a vital email is stuck in the spam filter or not delivered on time due to email delays, important government business is threatened and at risk. Contracts are delayed, deadlines are missed or important information might not get through from one department to another.

Each day, Pat Garcia was spending 2 – 3 hours wading through thousands of spam emails to find “false positives”—legitimate messages that were incorrectly blocked. Garcia was also receiving several complaints from his end users about email delays. After years of accepting this as a necessary evil of his job, he decided he needed a better solution.

“We were using Websense for a long time, but it just wasn’t keeping up with the volume of spam we were getting. Spending hours every day cleaning out the spam filter had become such a habit that I thought nothing of it. That was until I got a call from Webroot and realized it didn’t have to be this way.”

### Why Chula Vista chose Webroot:

- Lower cost
- Increased productivity
- Improved manageability
- Better security
- Effective and reliable

## The Solution

Garcia spoke to Webroot and was soon on a trial of the Webroot® Email Security Service. He was impressed with the effectiveness and reliability of the anti-spam feature as well as the efficiency of the service. Webroot Email Security Service protects against 98% of spam and 100% of known viruses with a 99.999% uptime guarantee. With no hardware or software to purchase or manage and a lower overall total cost, his management team need very little convincing to switch to Webroot.

“The service worked better, was easier to manage, and saved time and money over our Websense solution. Cost savings was, of course, a significant factor. It was a pretty simple decision!”

## The Benefits

Since deploying Webroot Email Security Service in October 2009 to 1,500 mailboxes within the Chula Vista city government, Garcia now has several hours back in his day to work on other projects.

“The Webroot email service has been doing its job and saving me lots of time. I like the fact that I don’t have to administer it—I can just let it go and not worry about it. The end users are happy since they are getting their emails with no interruption. It’s been a great move for us!”

## Comments

*“The service worked better, was easier to manage, and saved time and money over our Websense solution. Cost savings was, of course, a significant factor. It was a pretty simple decision!”*

**—Pat Garcia  
Sr. ITS Specialist  
City of Chula Vista**

**Webroot Software, Inc. – World Headquarters**  
2560 55<sup>th</sup> Street  
Boulder CO 80301 USA  
www.webroot.com • 800.870.8102

**Webroot Services Ltd – EMEA Headquarters**  
Venture House, Arlington Square  
Bracknell, Berkshire RG12 1WA, UK  
www.webroot.com/europe • +44 (0)870 1417 070

**Webroot Software Pty Ltd. – APAC Headquarters**  
Level 11, Tower B, 821 Pacific Highway  
Chatswood NSW 2067 Australia  
www.webroot.com • +61 (0)2 8448 8144 • 1.800.029.234

© 2010 All rights reserved. Webroot Software, Inc. Webroot, the Webroot icon, Spy Sweeper and the Webroot tagline are trademarks or registered trademarks of Webroot Software, Inc. in the United States and other countries. All other trademarks are properties of their respective owners. NO WARRANTY. Analysis based on research conducted by Webroot Software, Inc. The information is provided AS-IS and Webroot makes no warranty as to its accuracy or use. Any use of the technical documentation or the information contained herein is at your own risk. Documentation may include technical or other inaccuracies or typographical errors. Webroot reserves the right to make changes without prior notice. Certain data is available upon request.