

# CASE STUDY

CITY OF MANSFIELD



## CITY OF MANSFIELD MAKES EMAIL SECURITY TOP PRIORITY WITH GOSECURE

### OVERVIEW

Founded in 1808, the City of Mansfield, Ohio is situated in the hilly, fertile farmlands of Mid-Ohio and has more than 125 thousand residents who call it home. With over 500 employees and the nickname of “Fun Center of Ohio,” Mansfield has evolved into a thriving, commercial metropolis. With the fast-paced growth, the city has prioritized IT security as a critical component of staff and city-wide safety and awareness.

### THE CHALLENGE

With a busy IT team supporting such a large number of end users, the city needed a robust email security solution that would protect their network and employees from spam, phishing and viruses while also ensuring legitimate emails were not falsely blocked. However, the city’s incumbent solution wasn’t providing effective protection. An onslaught of spam and other email-borne threats were making their way to employees’ inboxes, and the IT team was flooded with a high volume of help desk tickets. In addition, legitimate emails were consistently blocked as potential spam. “We were experiencing a good amount of false positives, which was creating a significant issue for our employees,” said James Dougherty, IT Manager for City of Mansfield. “On average, the blocked legitimate emails were causing a one-day delay in business activity.” As a result, the IT team quickly determined they needed to look for a new email security solution.

### THE SOLUTION

The city began a vendor evaluation project and compiled a checklist of must-have features and product functionality. The team knew they wanted a cost-effective, appliance-based solution that was easy to implement and manage. Also a top priority on the checklist, the solution needed to provide accurate email threat detection. After conducting a search for a leading, top-rated solution, City of Mansfield selected GoSecure Titan® Secure Email Gateway (SEG) solution and realized immediate results with a smooth implementation and increased effectiveness. “The solution is plug-and-play. Removing the rack and network setup from the equation, we had GoSecure up and running in a half hour,” said Dougherty. The IT team benefited from simplified management. “GoSecure automatically updates the solution, so after the initial setup, management is nonexistent,” he added. GoSecure accurately identifies and stops spam, phishing and advanced persistent threats keeping the City of Mansfield safe from even the most sophisticated emailborne threats. The GoSecure Titan® Secure Email Gateway is fully managed, providing the city with redundancy and failover in the case of an unplanned outage.

**Location:** Mansfield, OH

**Industry:** Government

**GoSecure Solutions:**

- GoSecure Titan® Secure Email Gateway (SEG)

**Results:**

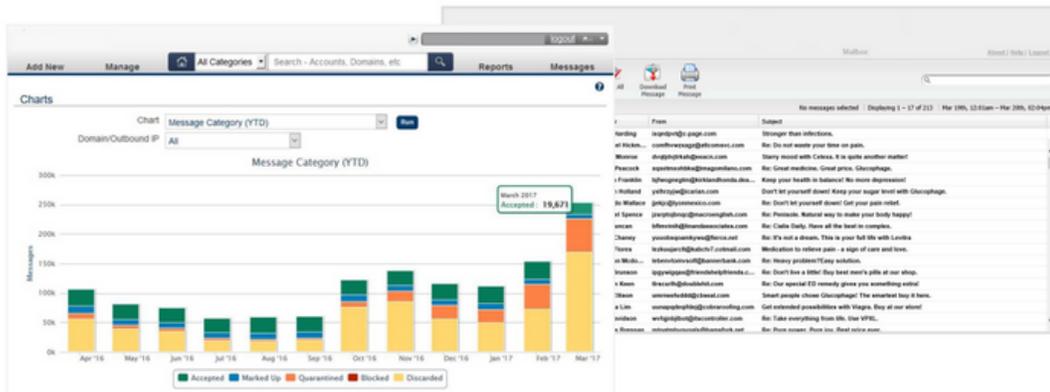
- Improved security posture with advanced email security solution
- Alleviated resource constraints managing spam and help desk tickets
- Provided flexibility for employees to manage spam settings
- Ensured email business continuity with highly accurate solution

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*“The accuracy we get with GoSecure allows us to spend more time on other aspects of security and not worry so much about email threats. The product’s performance has been very good and reliable.”*

**James Dougherty**  
IT Manager City of Mansfield



The solution also delivered on its promise to provide advanced email threat defense. The city regularly gets targeted with high volumes of spam, and GoSecure manages it with accuracy. For example, in one month GoSecure analyzed more than 250,000 incoming emails and only accepted 19,671 for delivery to employee mailboxes. “The accuracy we get with GoSecure allows us to spend more time on other aspects of security and not worry so much about email threats,” stated Dougherty. “The product’s performance has been very good and reliable.”

GoSecure also ensures the city’s business communications aren’t interrupted. The solution allows city employees to create automated whitelists of acceptable email addresses and to review their spam quarantine folders. “The end user portal is very intuitive. The flexibility it gives our employees has significantly reduced our email help desk tickets,” concluded Dougherty.

## THE RESULTS

- Improved security posture with advanced email security solution
- Alleviated resource constraints managing spam and held desk tickets
- Provided flexibility for employees to manage spam settings
- Ensured email business continuity with highly accurate solution

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GoSecure is a recognized cybersecurity leader and innovator, pioneering the integration of endpoint, network, and email threat detection into a single Managed Extended Detection and Response (MXDR) service. The GoSecure Titan® platform delivers predictive multi-vector detection, prevention, and response to counter modern cyber threats. GoSecure Titan® MXDR delivers rapid response and active mitigation services that directly touch the customers’ network and endpoints. For over 20 years, GoSecure has been helping customers better understand their security gaps and improve their organizational risk and security maturity through MXDR and Professional Services solutions delivered by one of the most trusted and skilled teams in the industry. To learn more, please visit:

[www.gosecure.ai](http://www.gosecure.ai)

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to consolidate,  
evolve & thrive**

**GOSECURE**