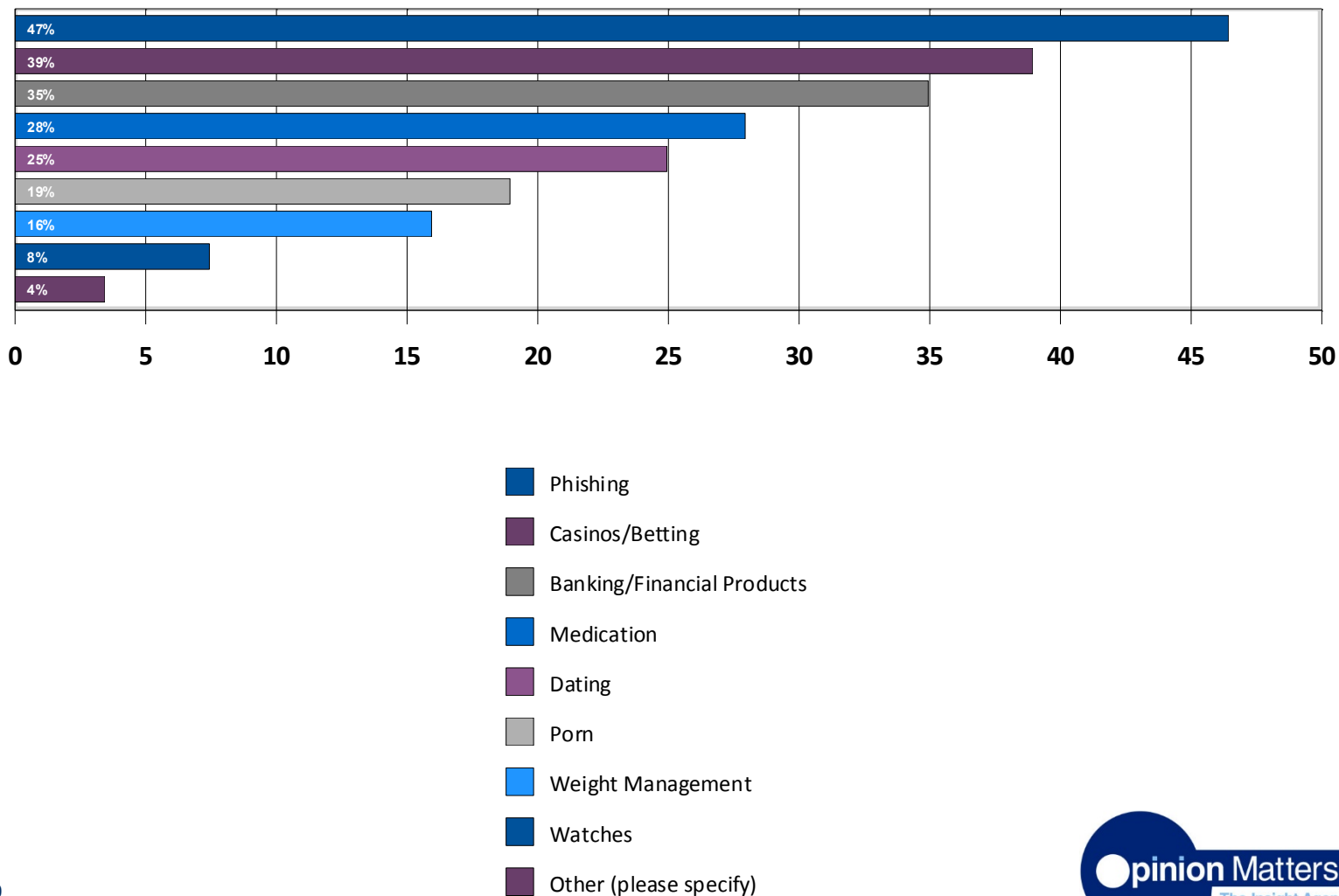


The research for GFI Software was carried out between: 1/9/2014 and 8/9/2014
Sample: 200 UK IT DMs in companies with 5 -1000 employees

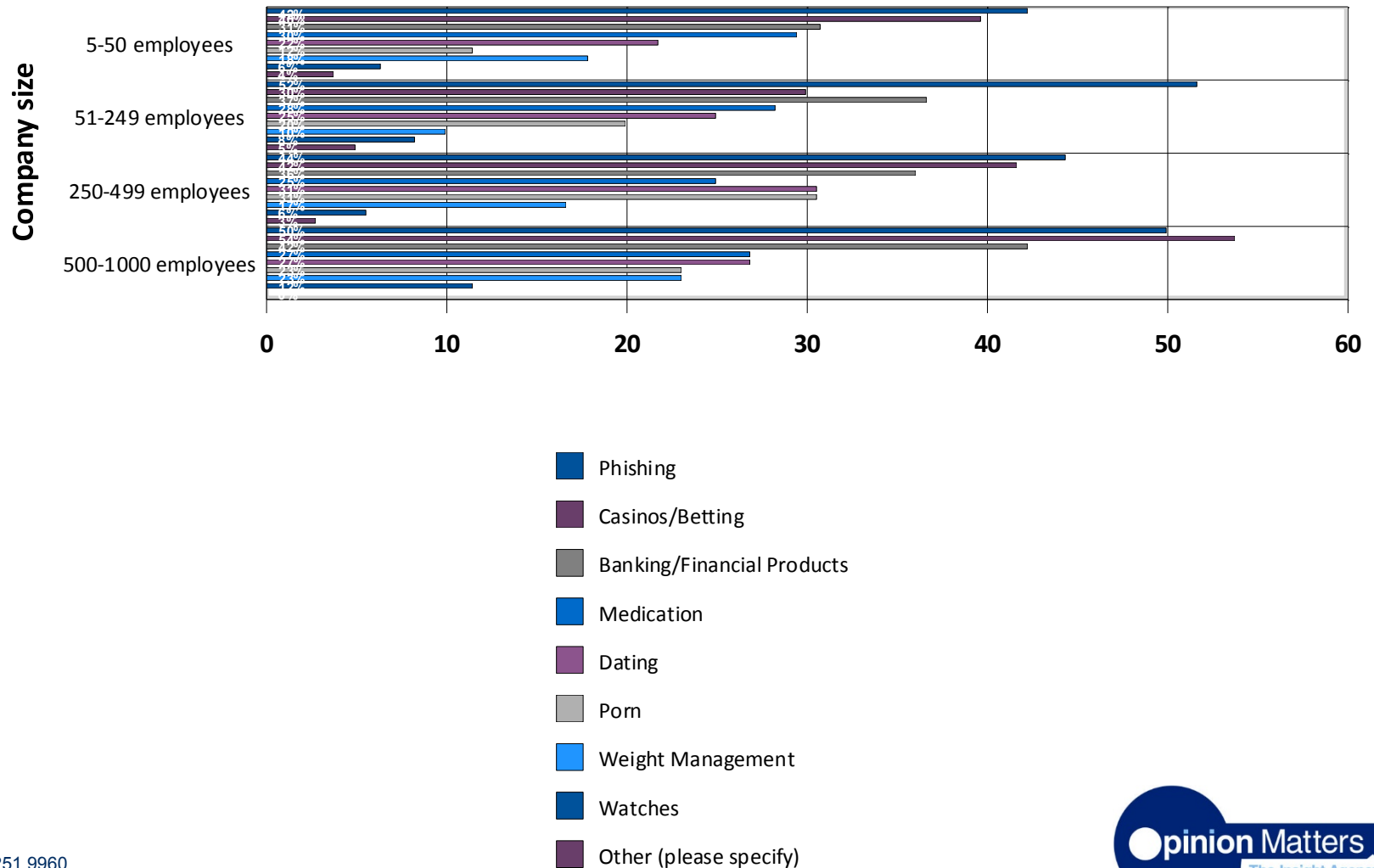
Question One

What is the most common type of spam your organisation has to deal with?



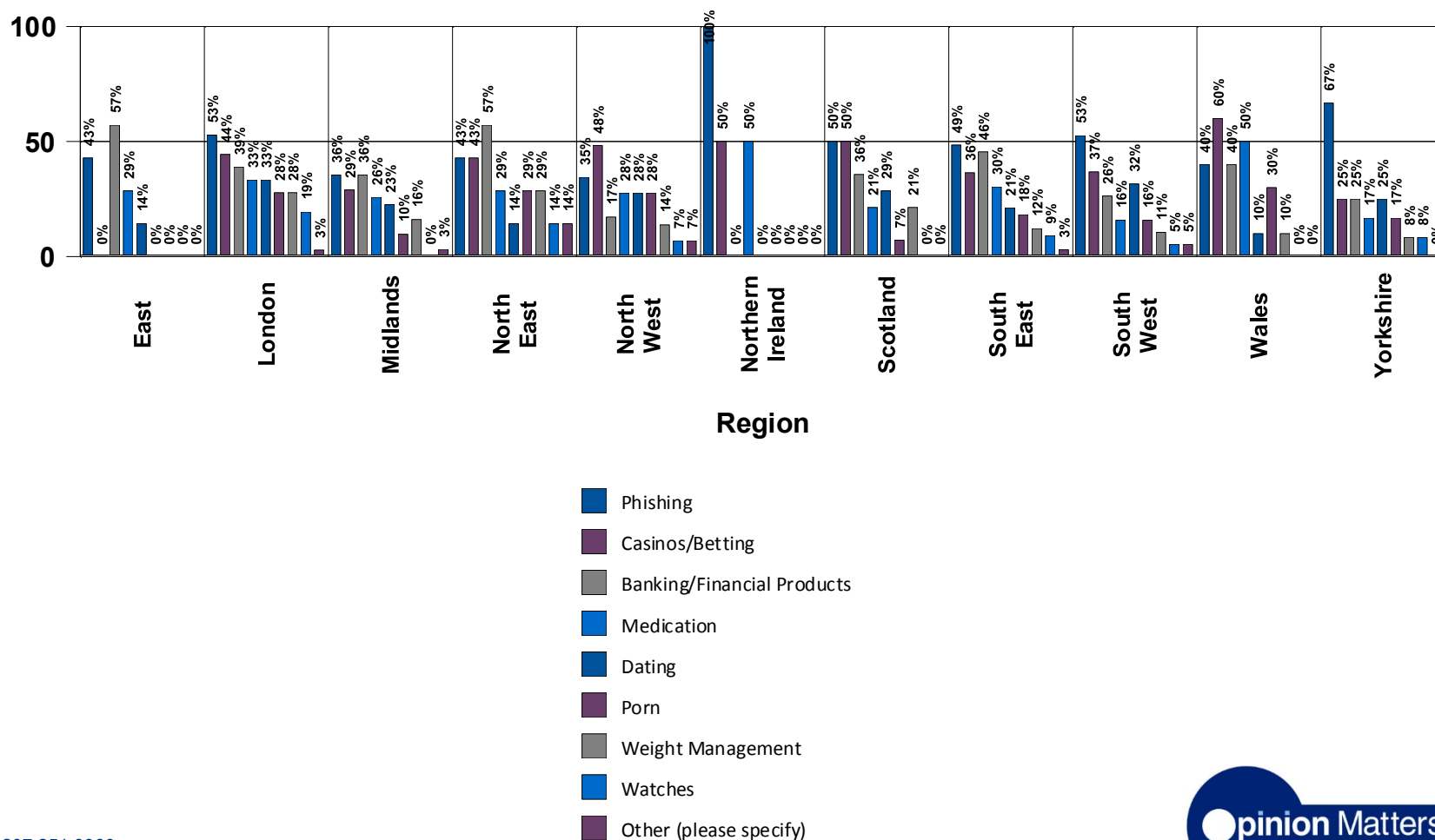
Question One Cross Tabulation With Company Size

What is the most common type of spam your organisation has to deal with?



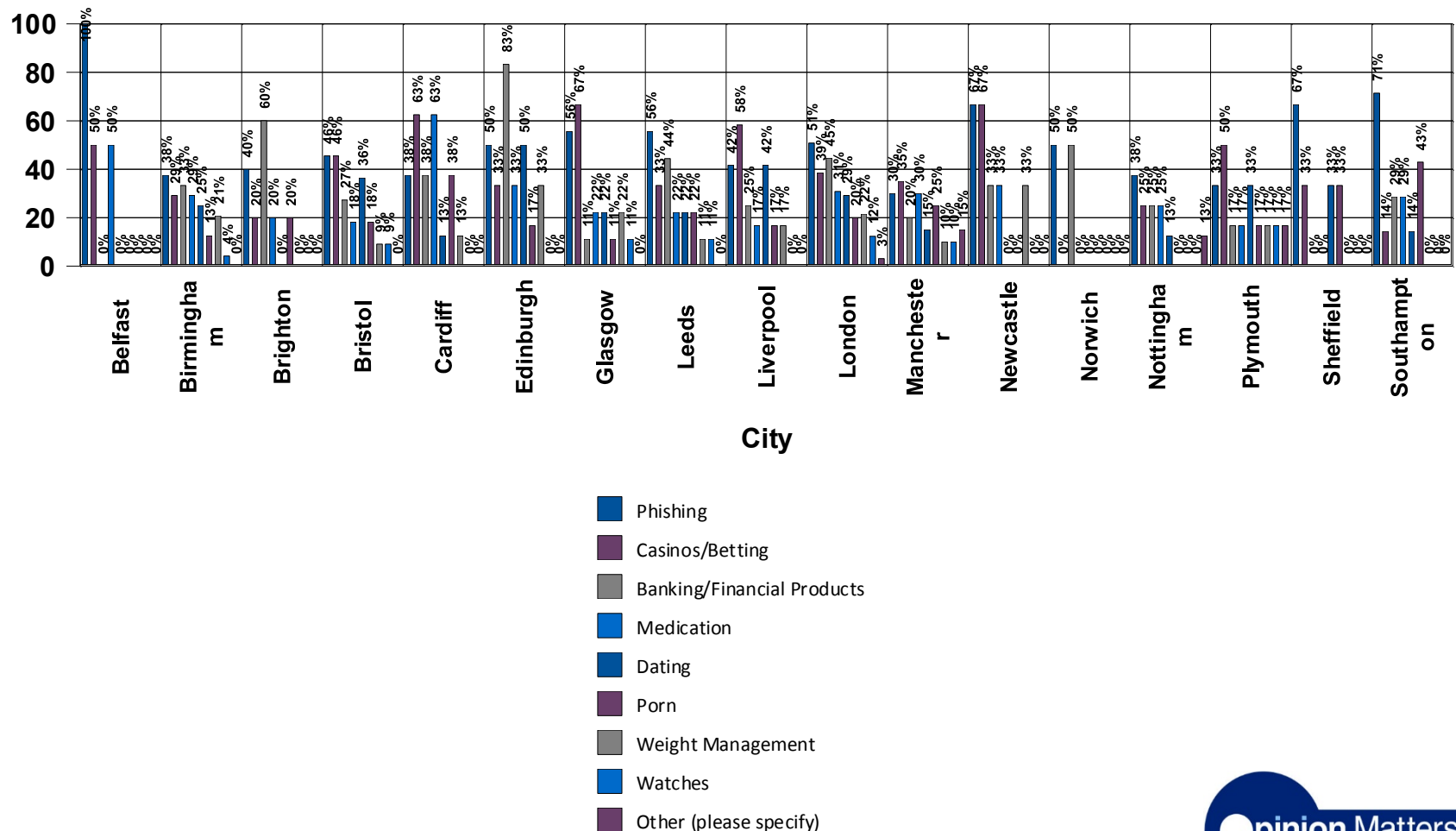
Question One Cross Tabulation With Region

What is the most common type of spam your organisation has to deal with?



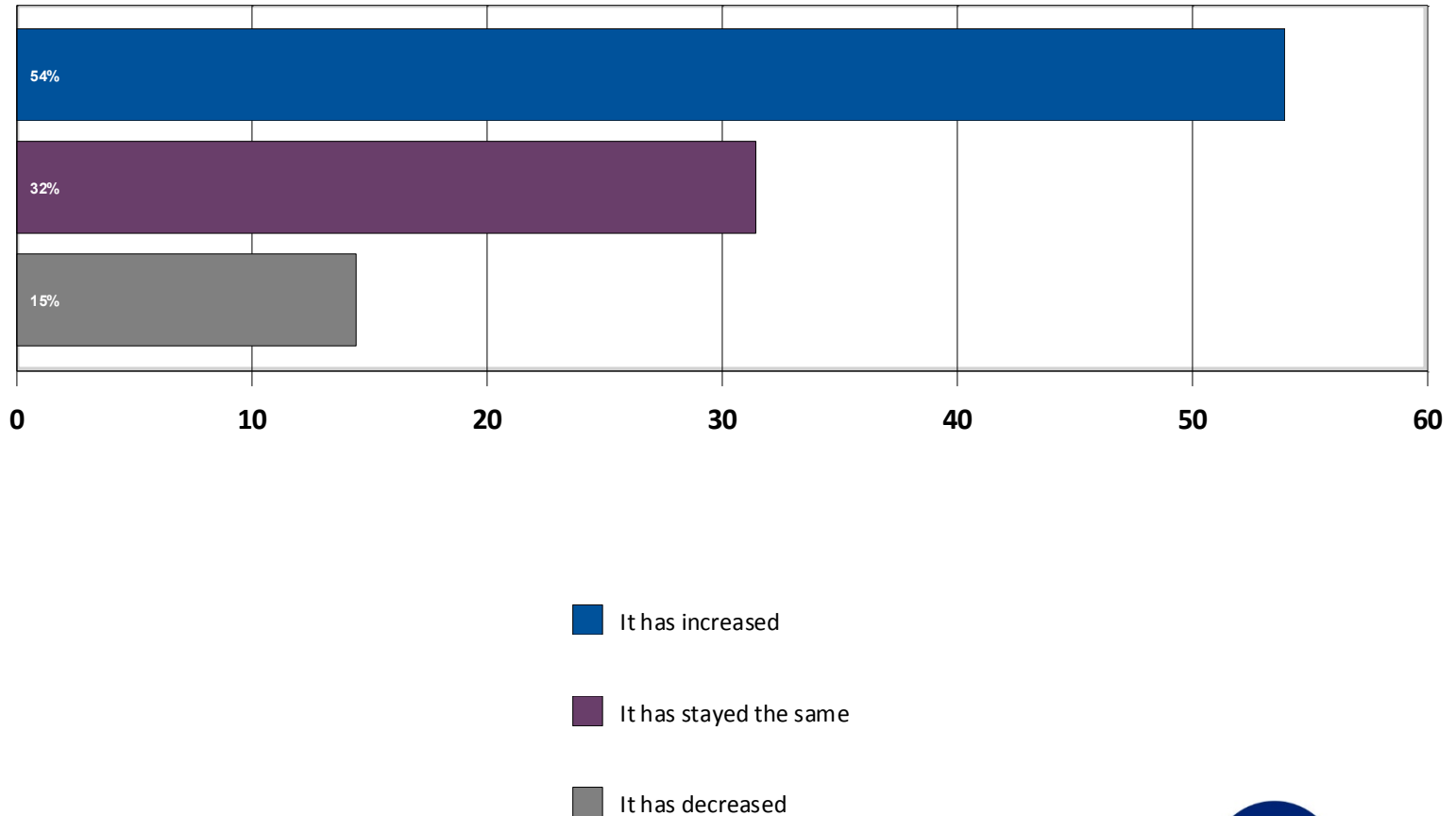
Question One Cross Tabulation With City

What is the most common type of spam your organisation has to deal with?



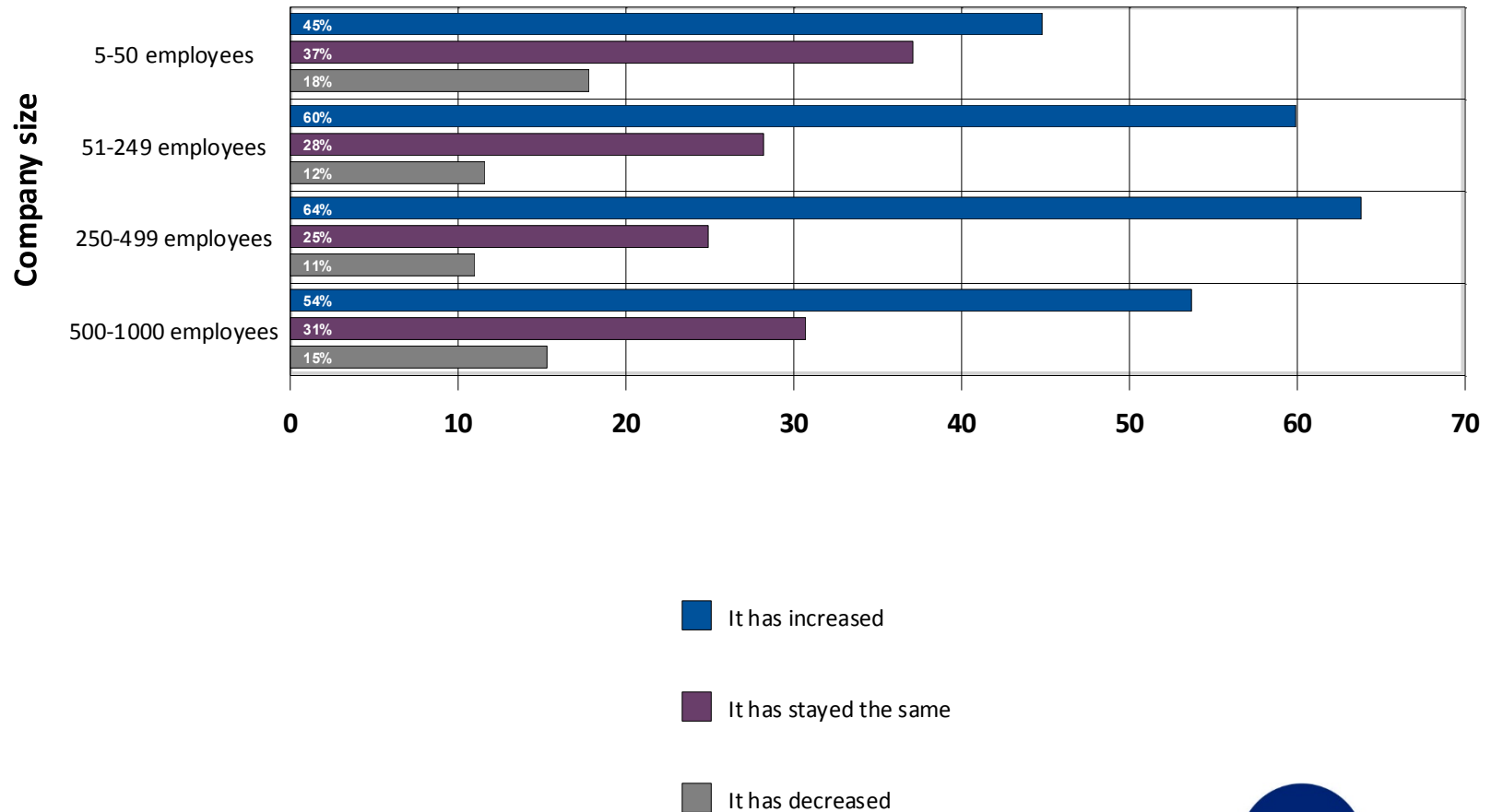
Question Two

What has happened to the volume of spam your organisation received over the last year?



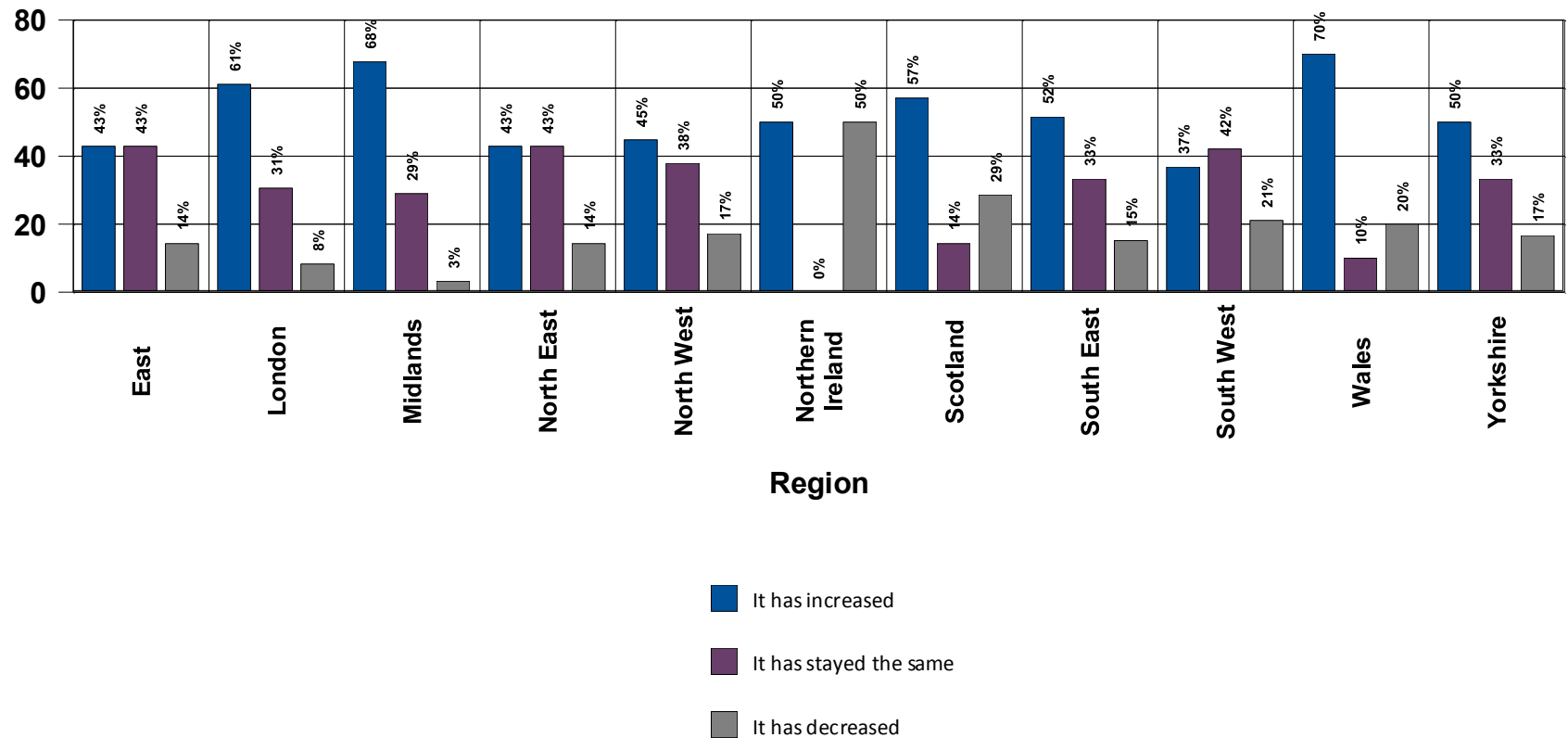
Question Two Cross Tabulation With Company Size

What has happened to the volume of spam your organisation received over the last year?



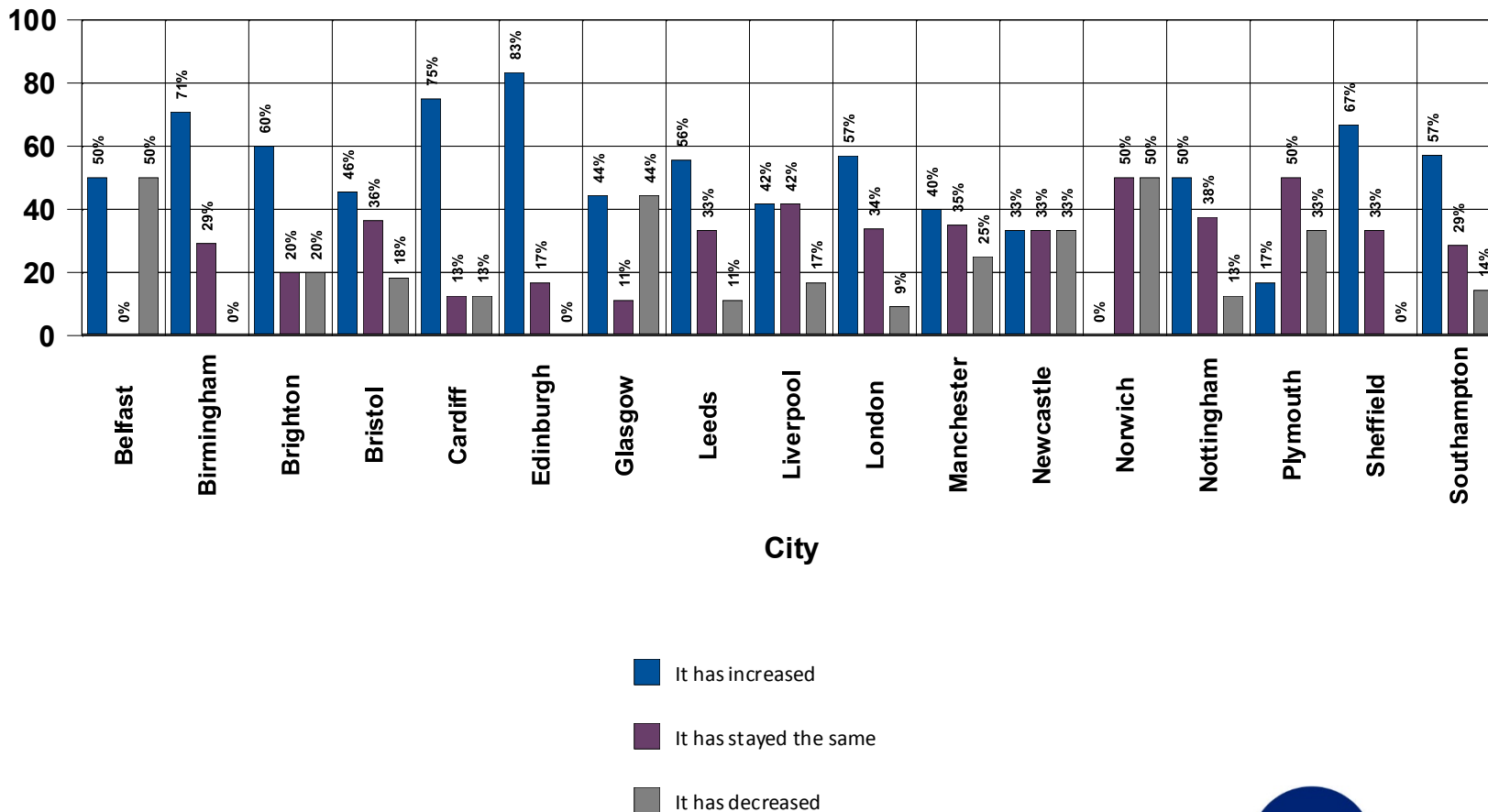
Question Two Cross Tabulation With Region

What has happened to the volume of spam your organisation received over the last year?



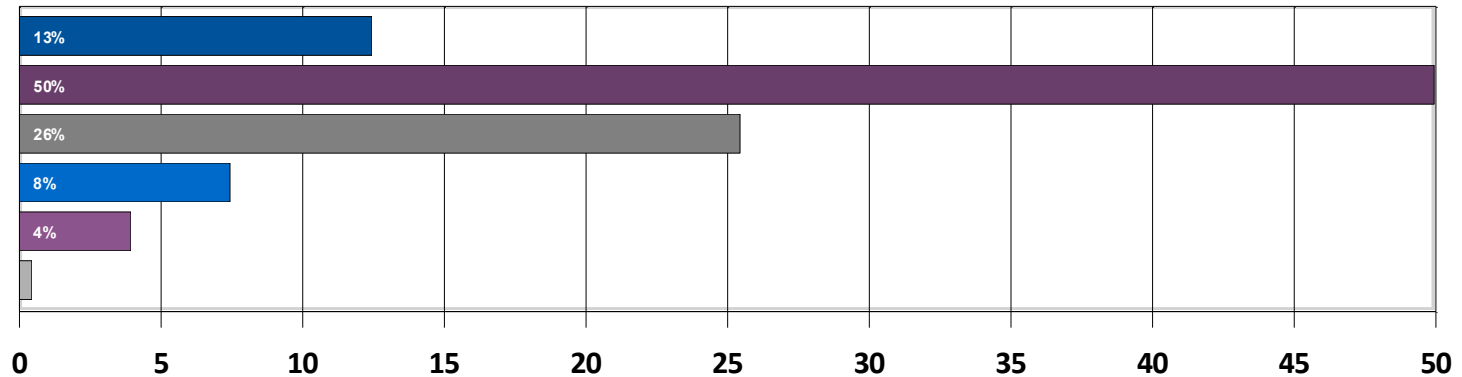
Question Two Cross Tabulation With City

What has happened to the volume of spam your organisation received over the last year?



Question Three

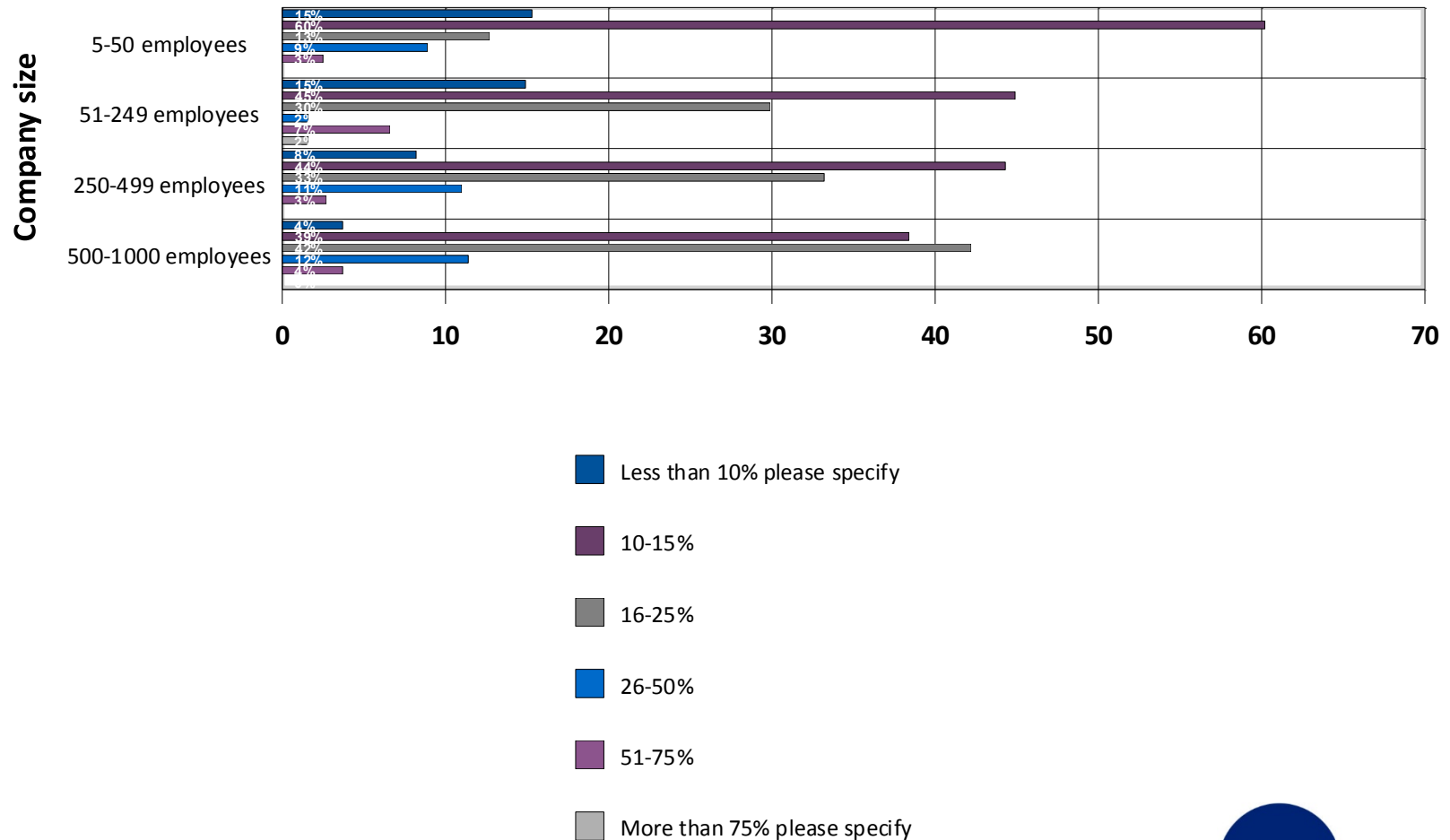
In your estimation, how much of your company's overall email traffic is comprised of spam?



- Less than 10% please specify
- 10-15%
- 16-25%
- 26-50%
- 51-75%
- More than 75% please specify

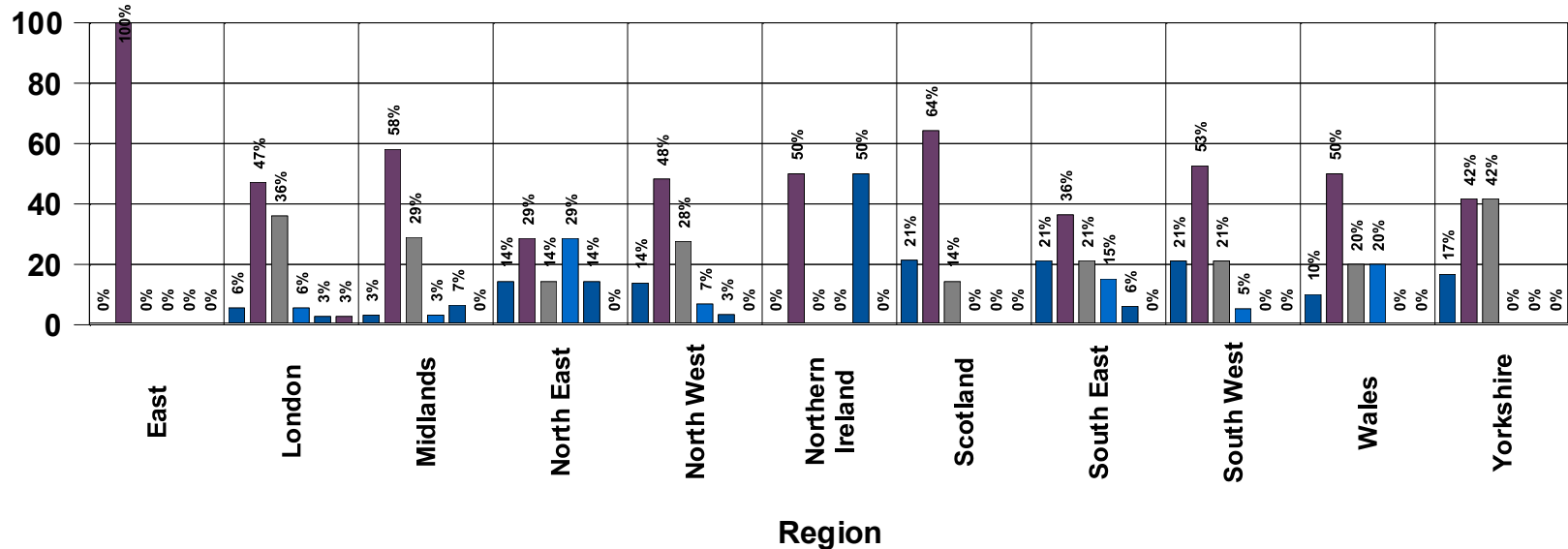
Question Three Cross Tabulation With Company Size

In your estimation, how much of your company's overall email traffic is comprised of spam?



Question Three Cross Tabulation With Region

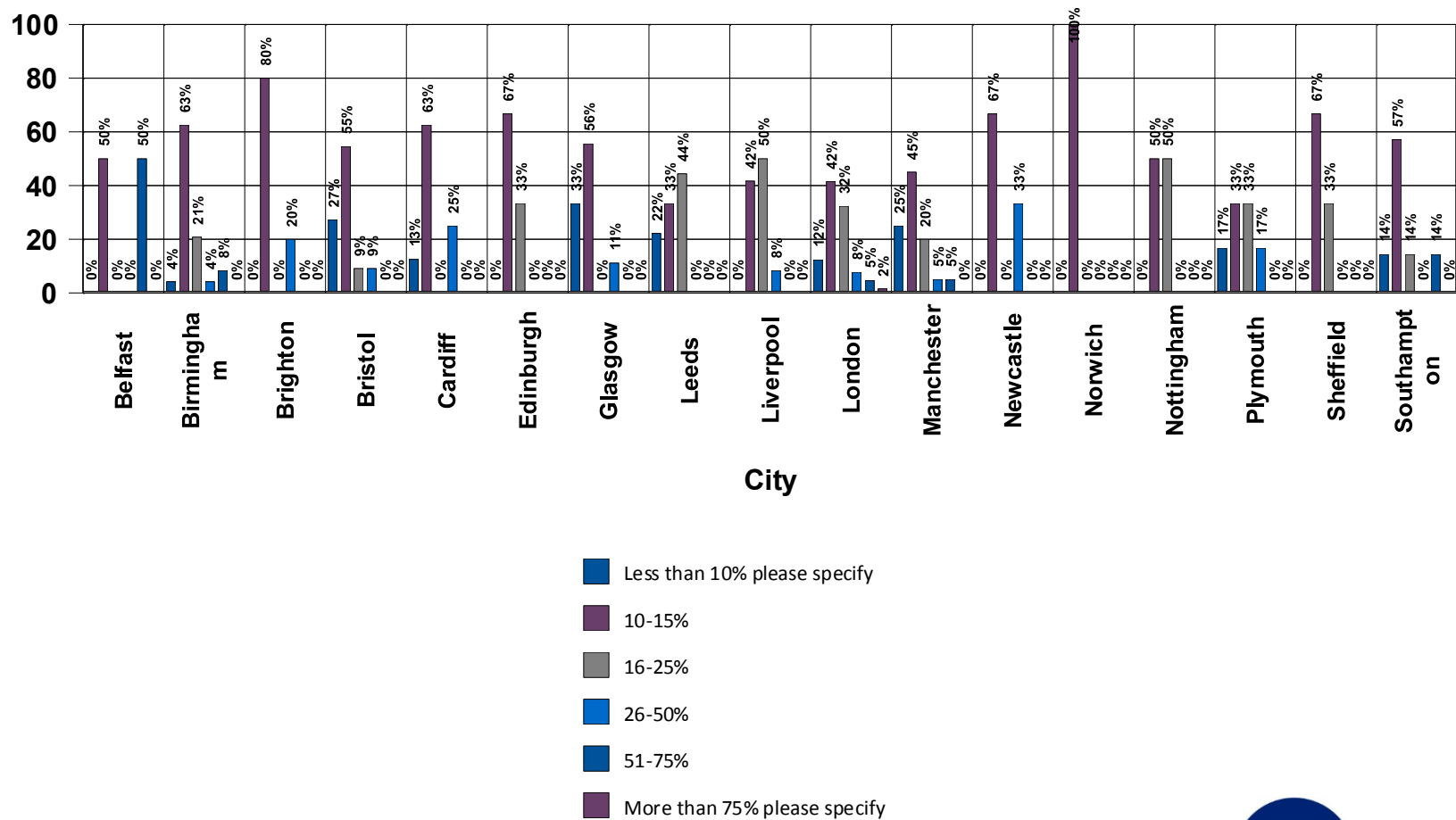
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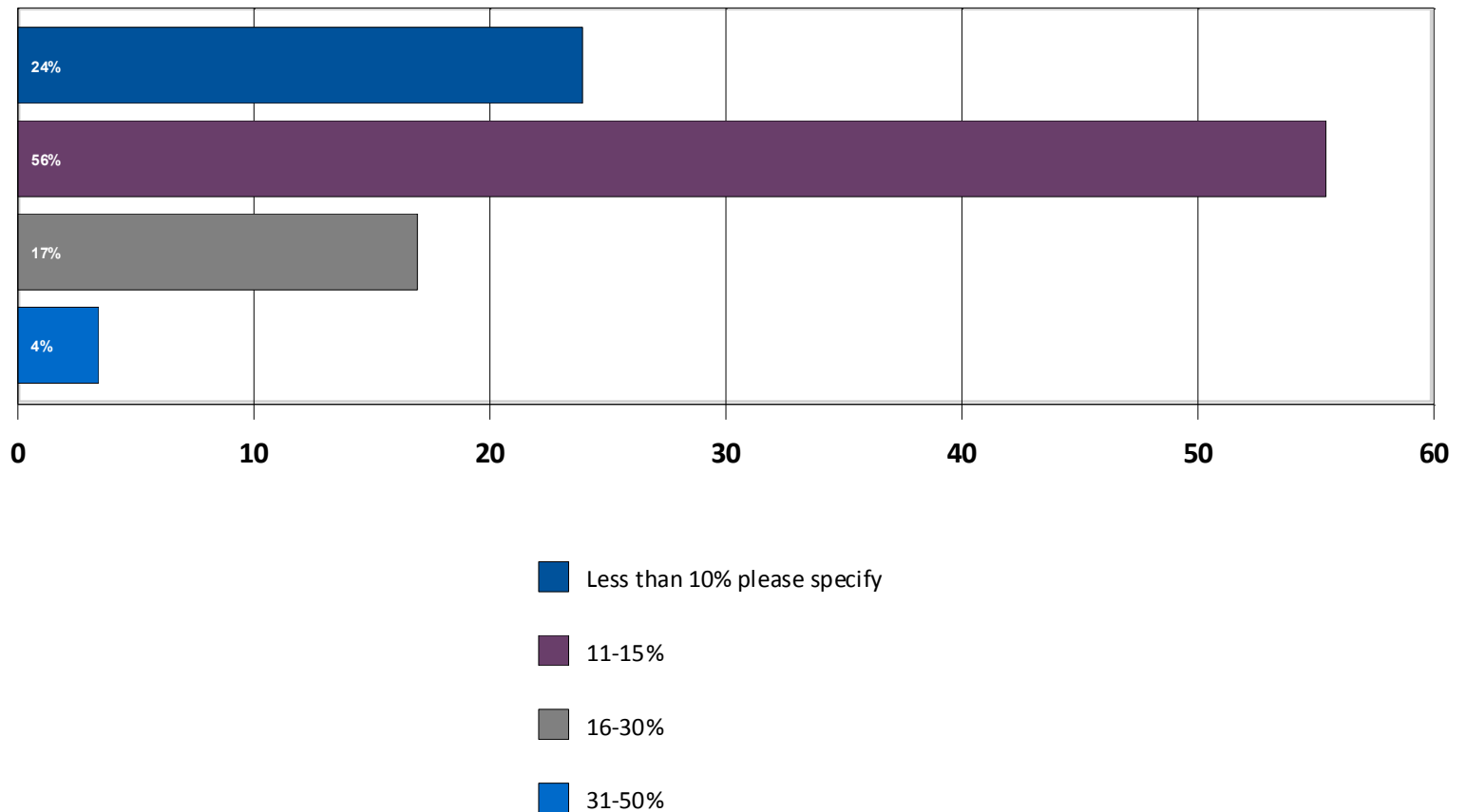
Question Three Cross Tabulation With City

In your estimation, how much of your company's overall email traffic is comprised of spam?



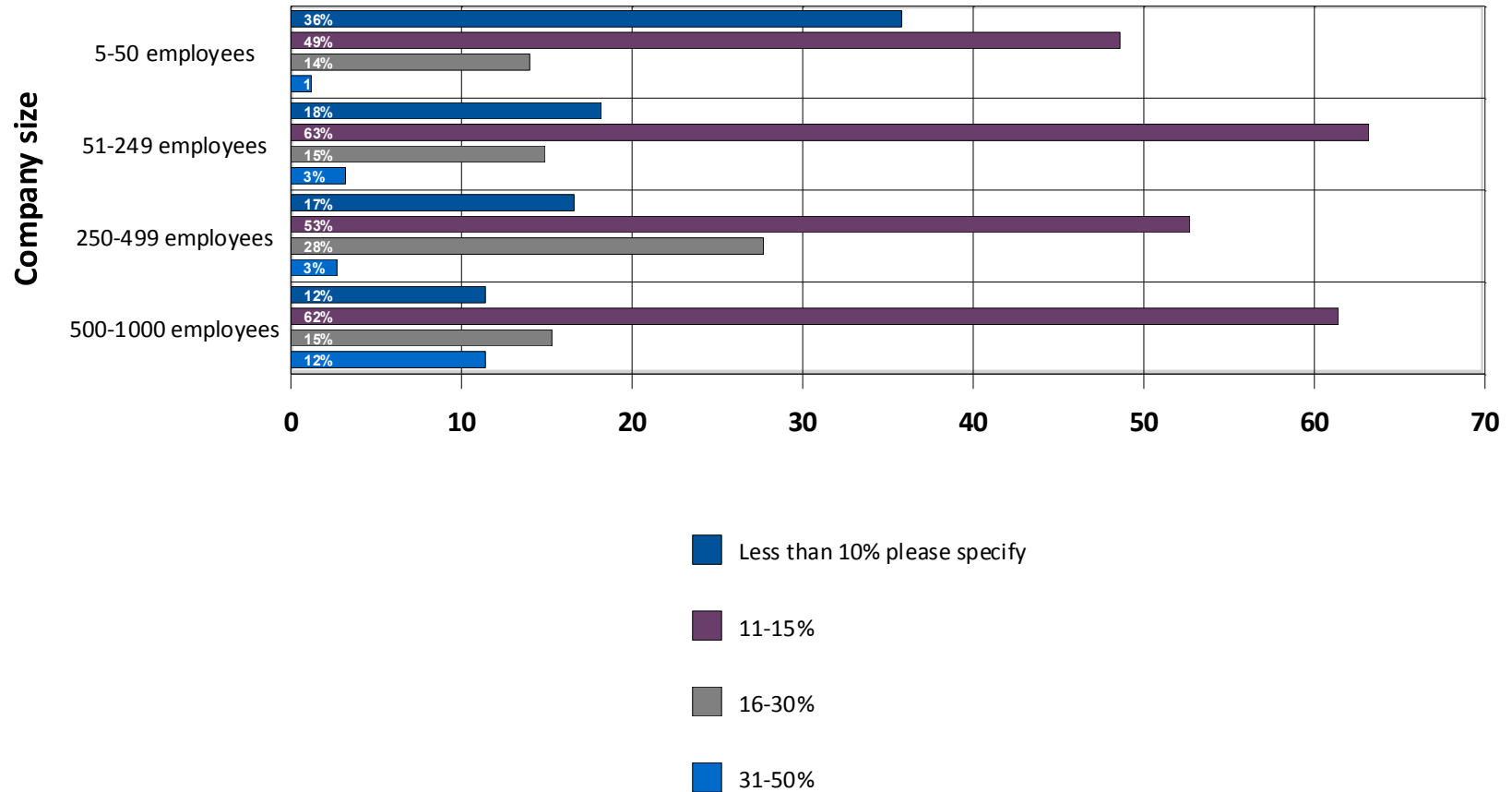
Question Four

Roughly how much of your active email storage space is taken up storing spam email?



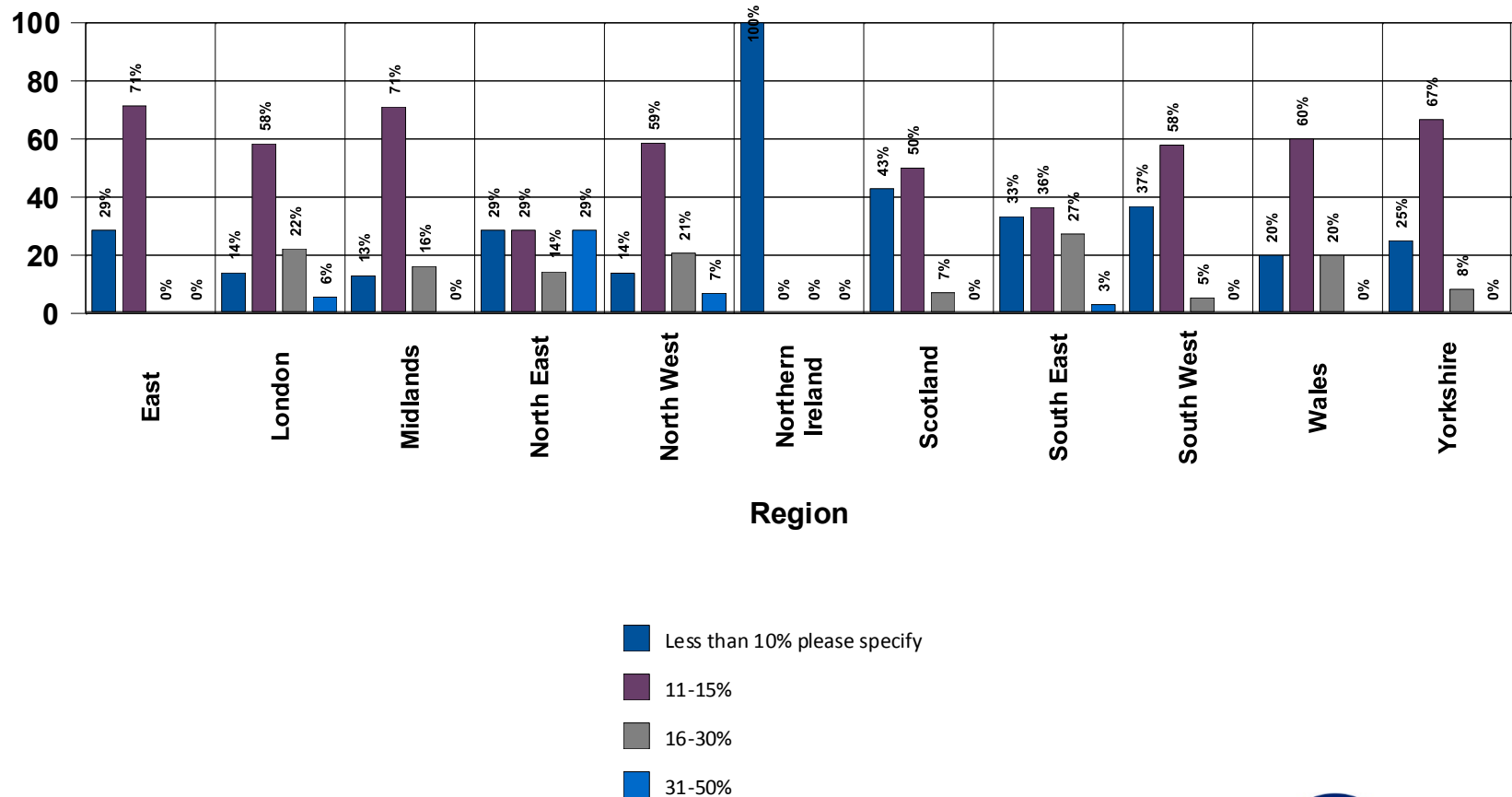
Question Four Cross Tabulation With Company Size

Roughly how much of your active email storage space is taken up storing spam email?



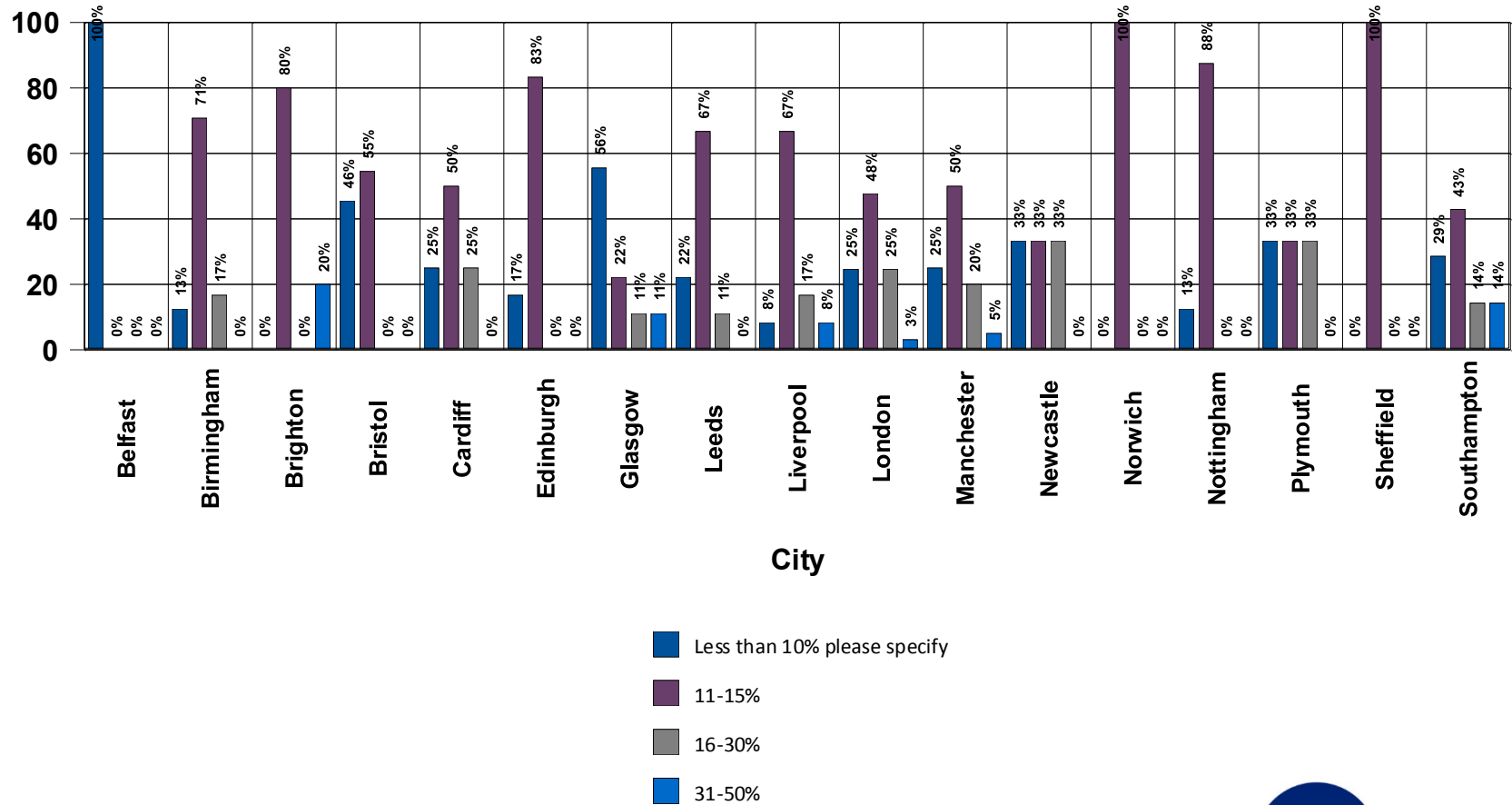
Question Four Cross Tabulation With Region

Roughly how much of your active email storage space is taken up storing spam email?



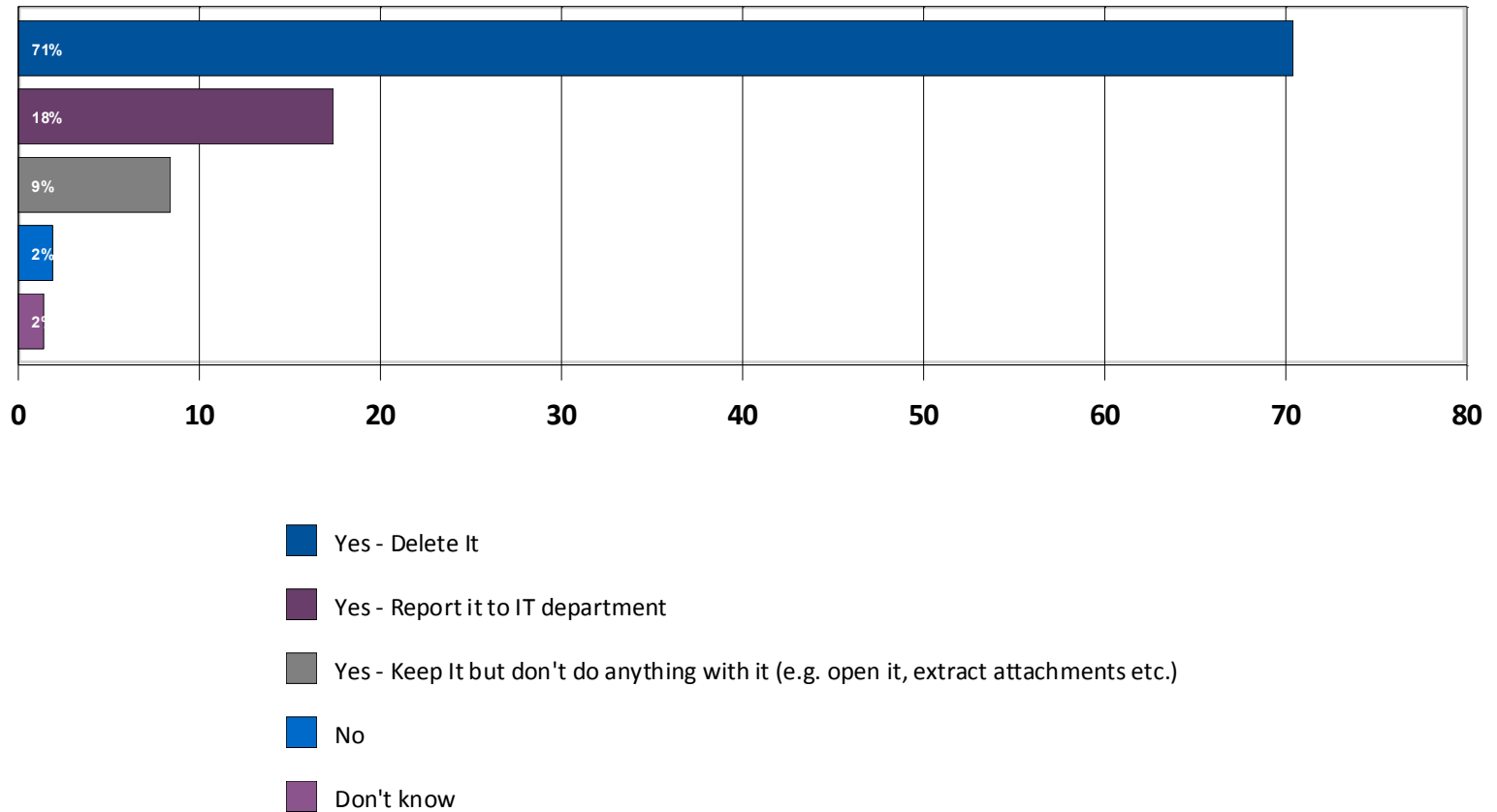
Question Four Cross Tabulation With City

Roughly how much of your active email storage space is taken up storing spam email?



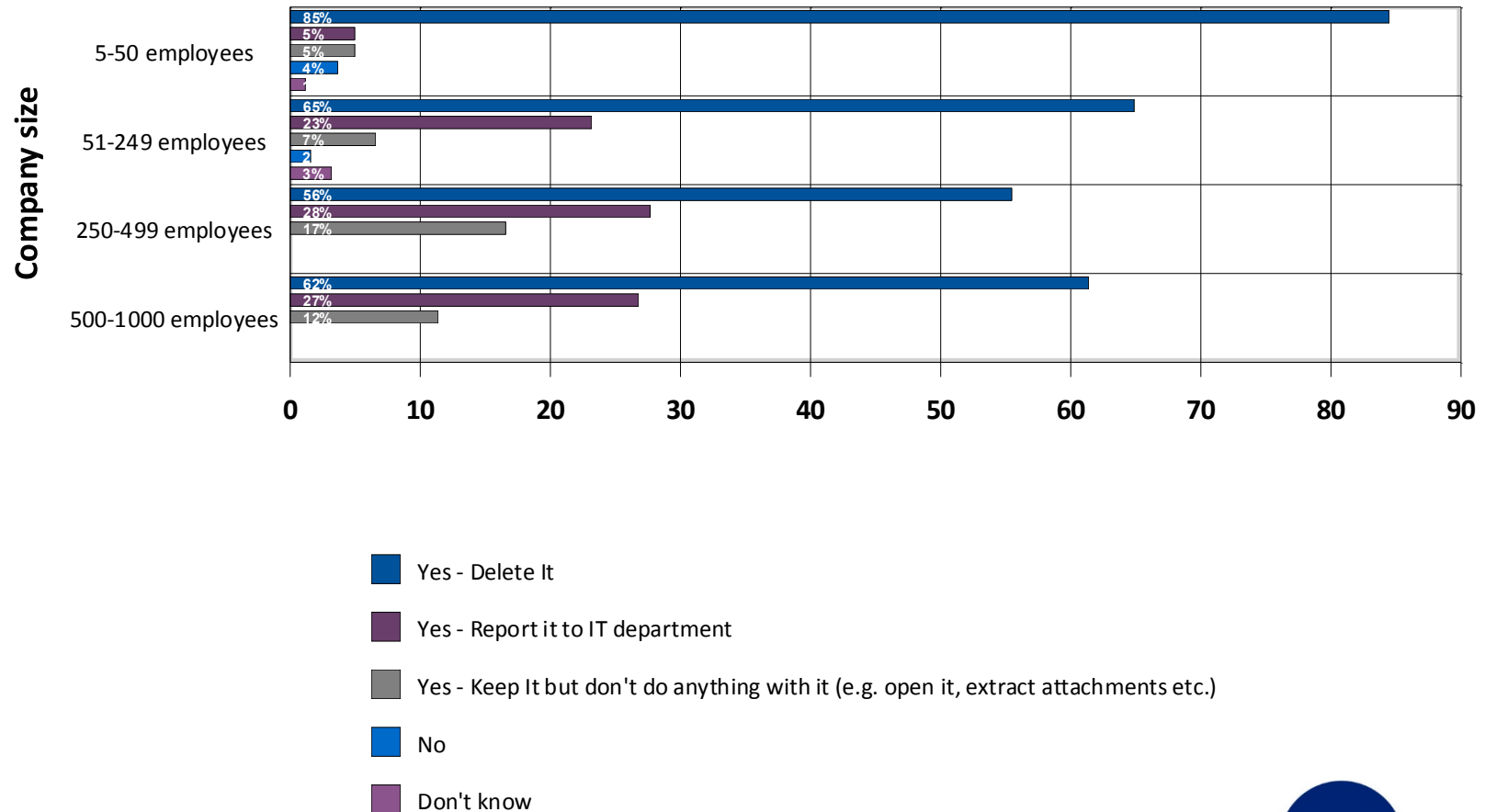
Question Five

Does your organisation have a defined policy on how to deal with spam email that isn't intercepted by the spam filter?



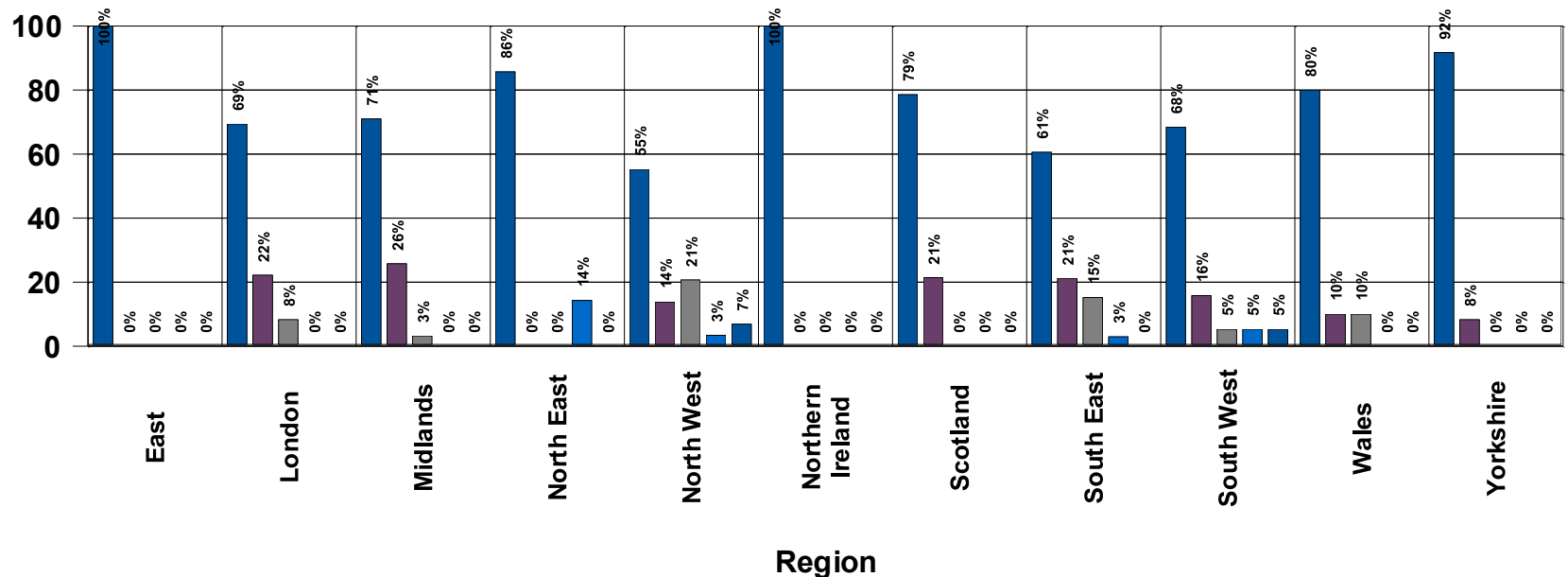
Question Five Cross Tabulation With Company Size

Does your organisation have a defined policy on how to deal with spam email that isn't intercepted by the spam filter?



Question Five Cross Tabulation With Region

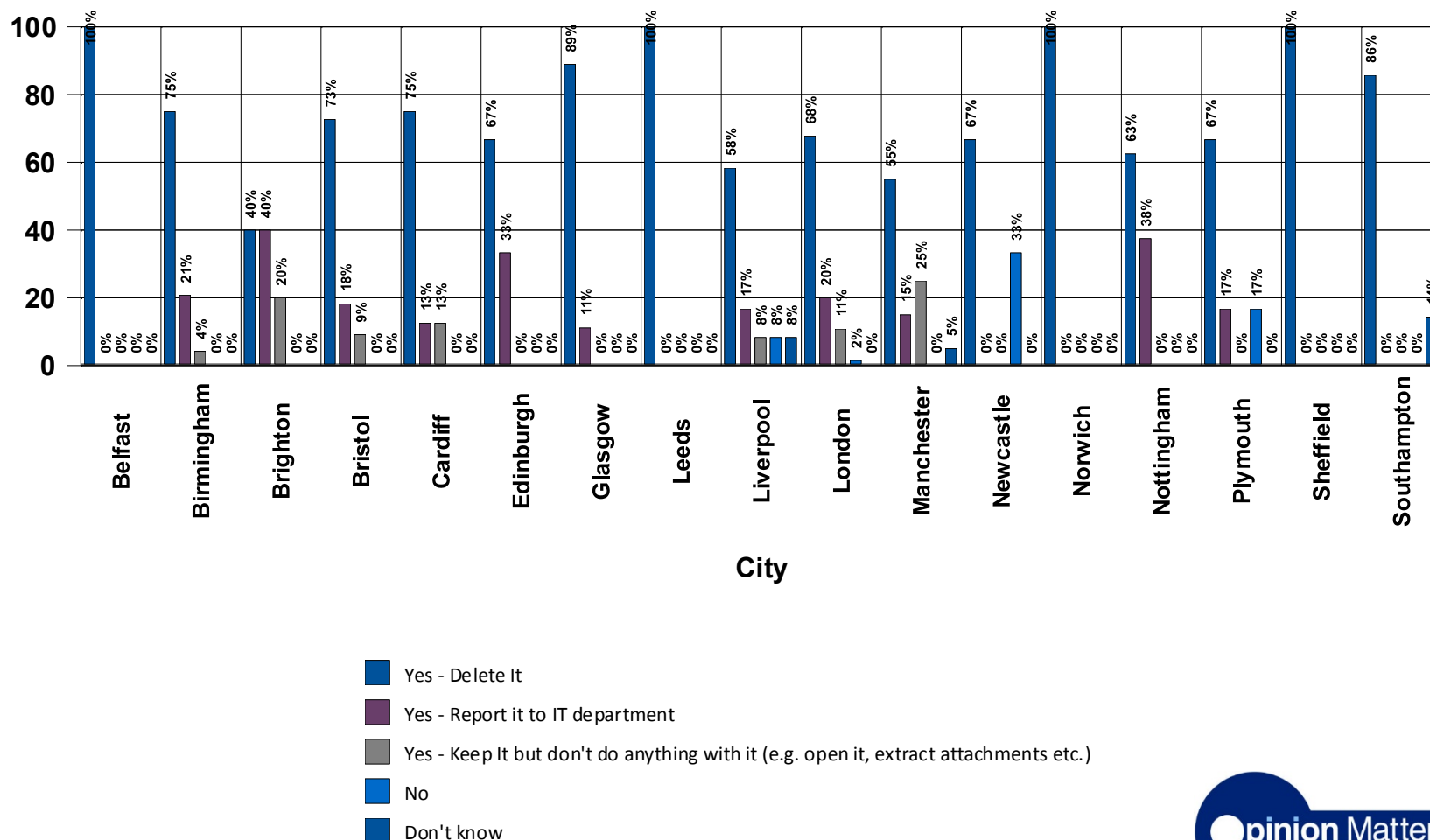
Does your organisation have a defined policy on how to deal with spam email that isn't intercepted by the spam filter?



- Yes - Delete It
- Yes - Report it to IT department
- Yes - Keep It but don't do anything with it (e.g. open it, extract attachments etc.)
- No
- Don't know

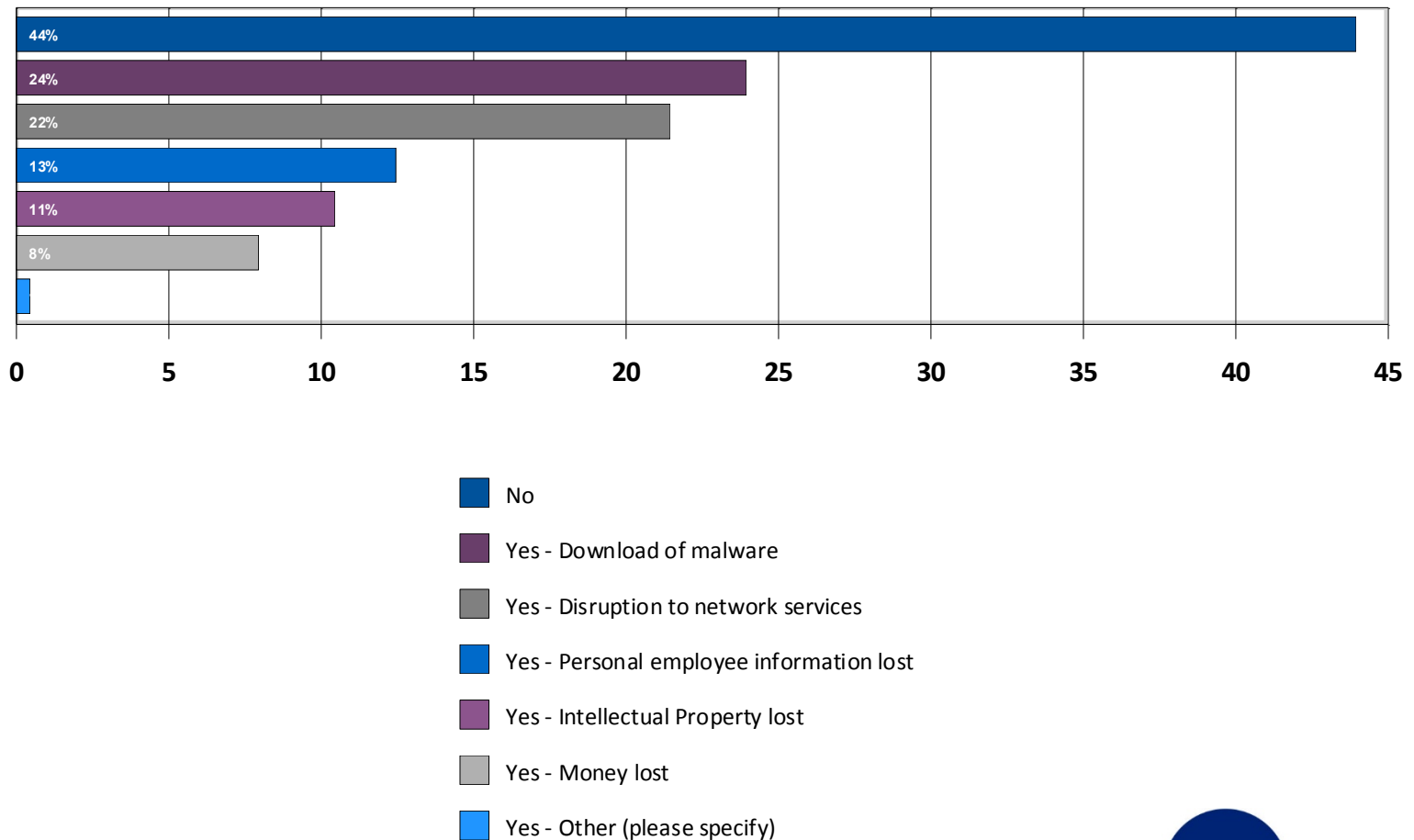
Question Five Cross Tabulation With City

Does your organisation have a defined policy on how to deal with spam email that isn't intercepted by the spam filter?



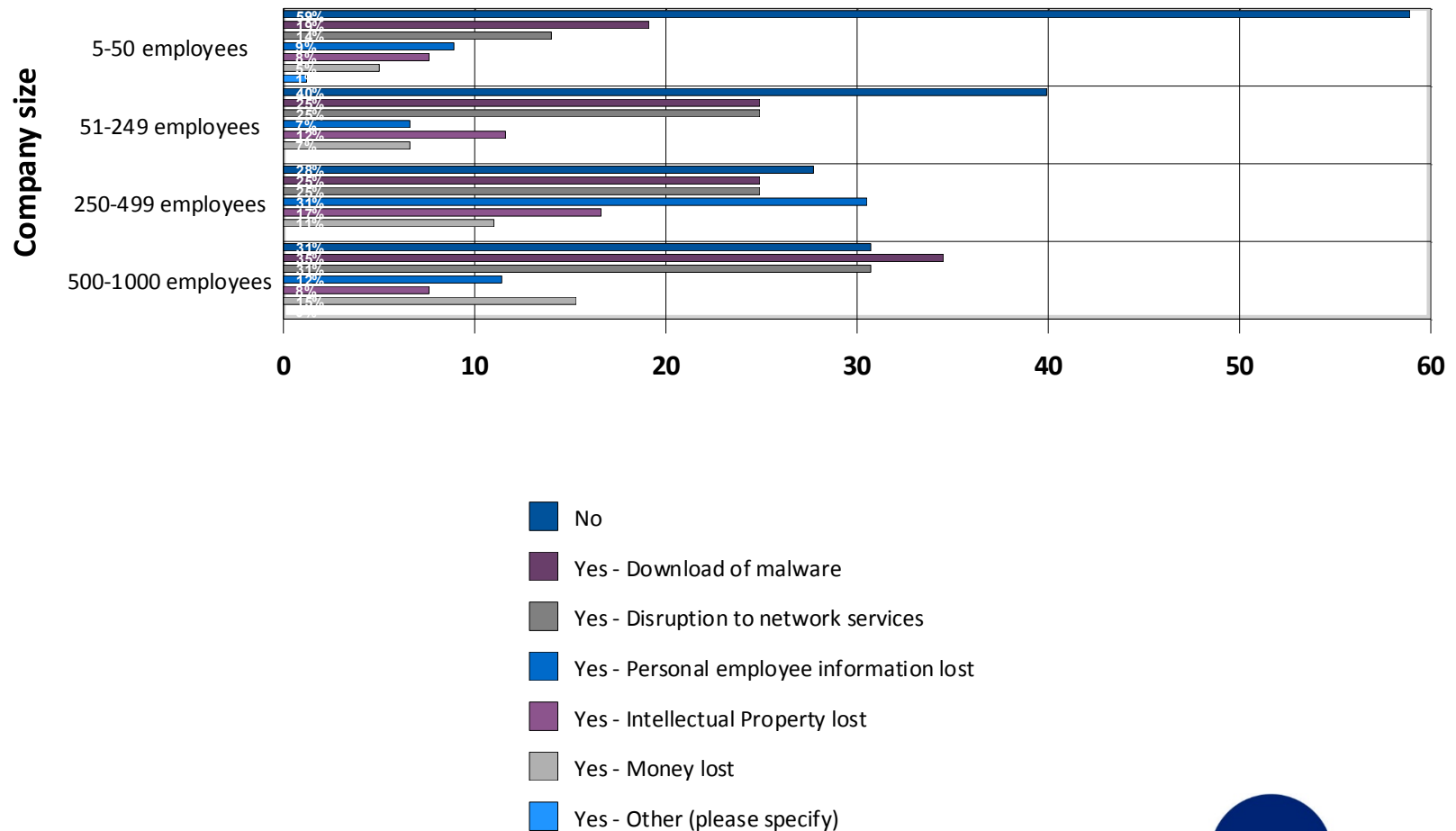
Question Six

Has your organisation been affected by an employee clicking on a malicious email?



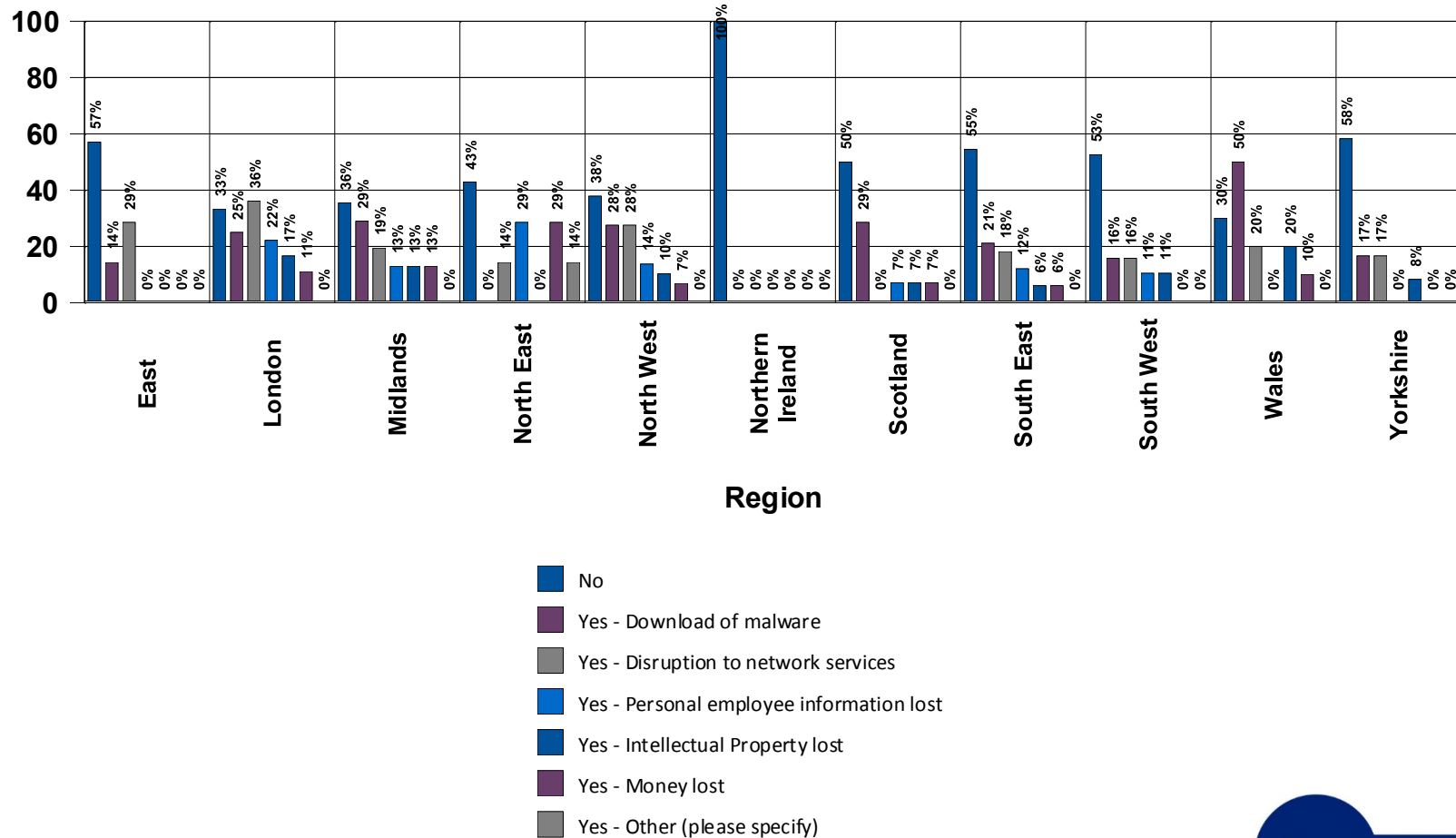
Question Six Cross Tabulation With Company Size

Has your organisation been affected by an employee clicking on a malicious email?



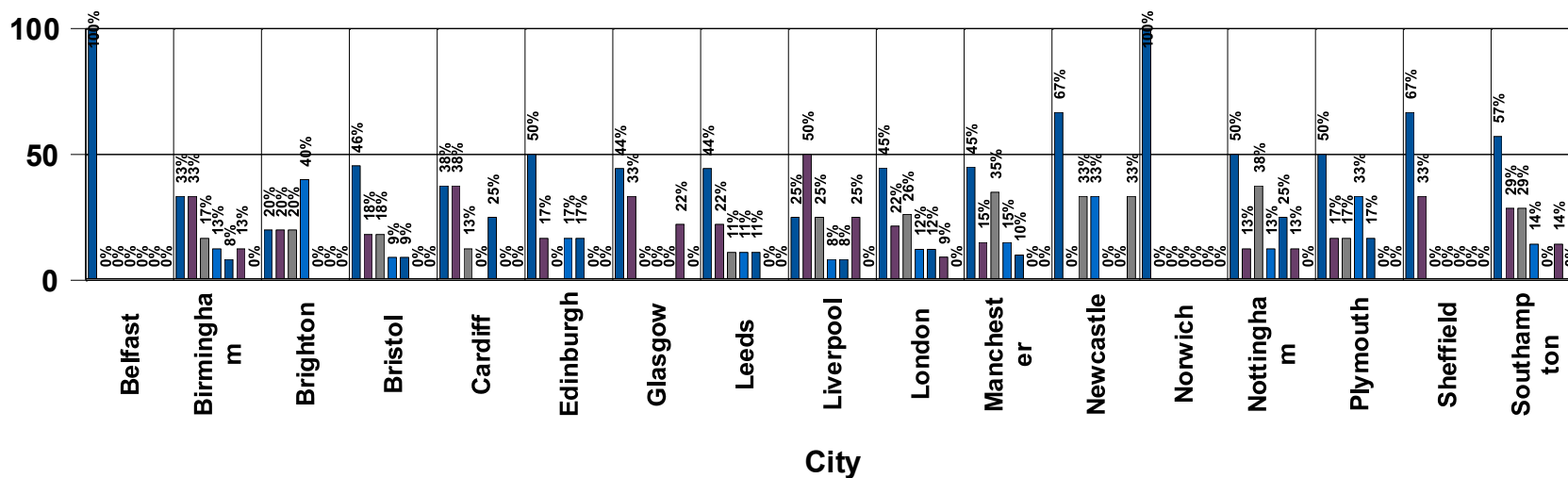
Question Six Cross Tabulation With Region

Has your organisation been affected by an employee clicking on a malicious email?



Question Six Cross Tabulation With City

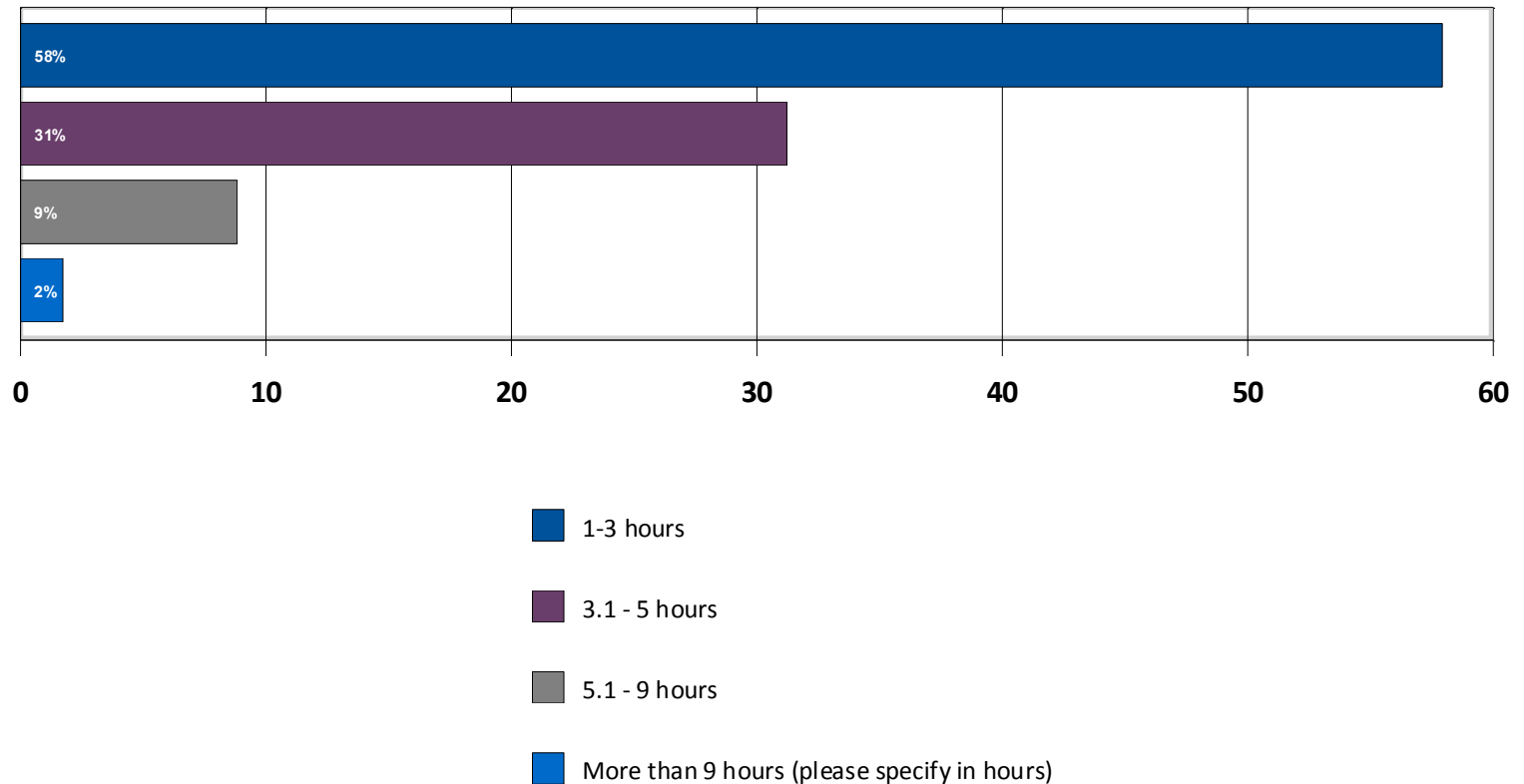
Has your organisation been affected by an employee clicking on a malicious email?



- No
- Yes - Download of malware
- Yes - Disruption to network services
- Yes - Personal employee information lost
- Yes - Intellectual Property lost
- Yes - Money lost
- Yes - Other (please specify)

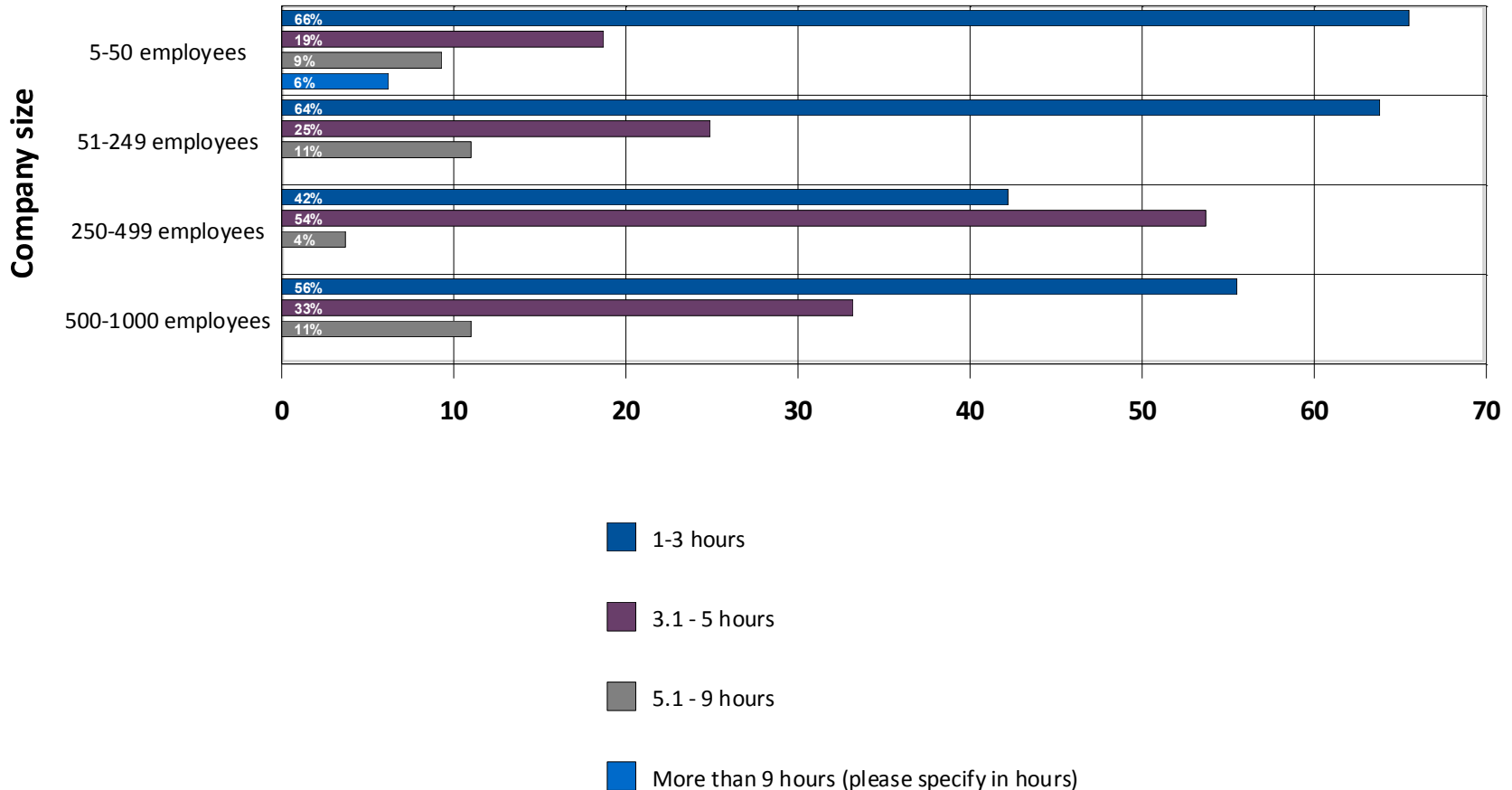
Question Seven

How long did the subsequent disruption last?



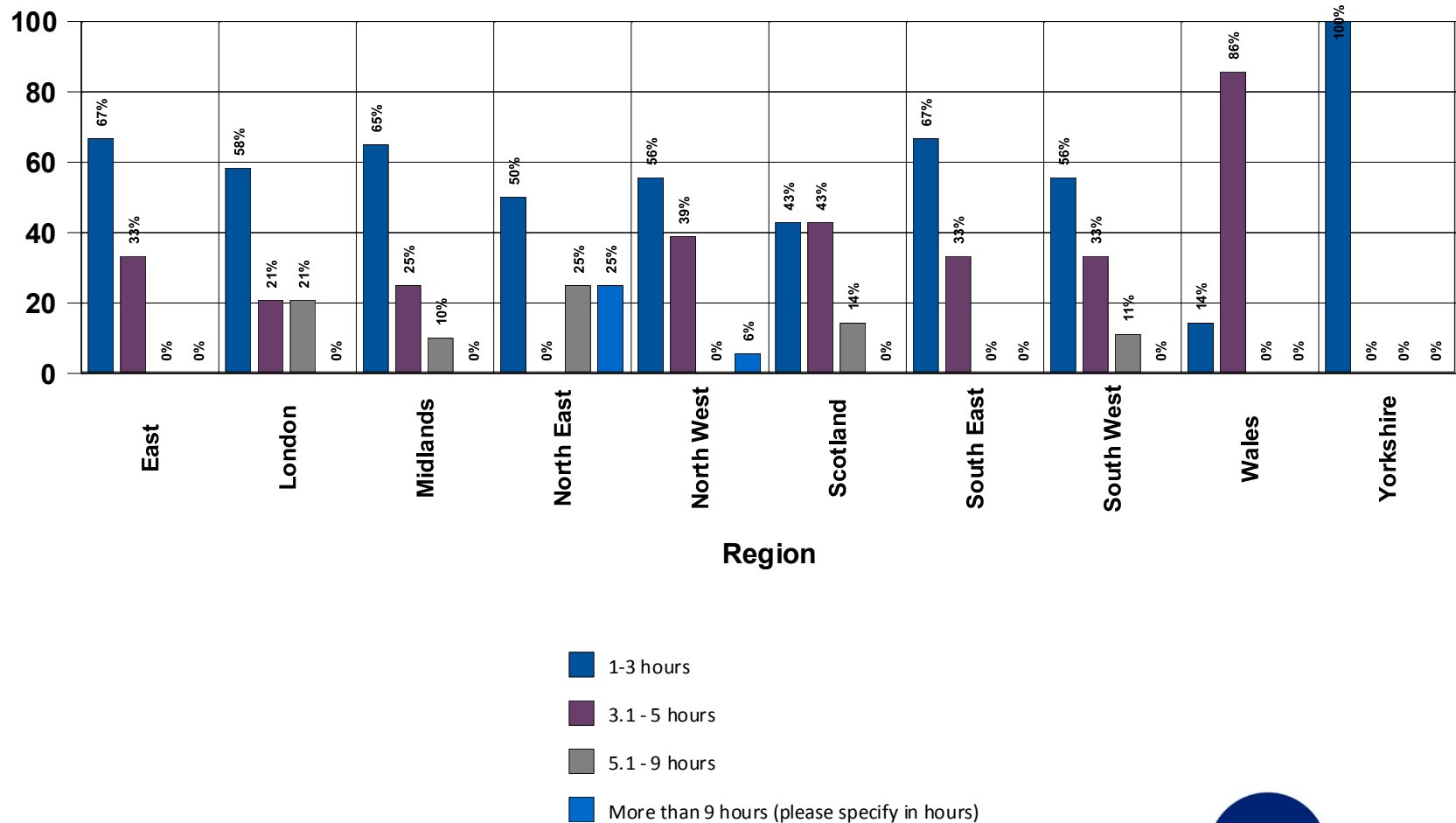
Question Seven Cross Tabulation With Company Size

How long did the subsequent disruption last?



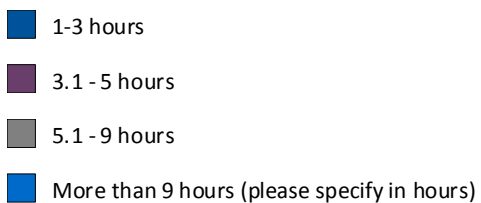
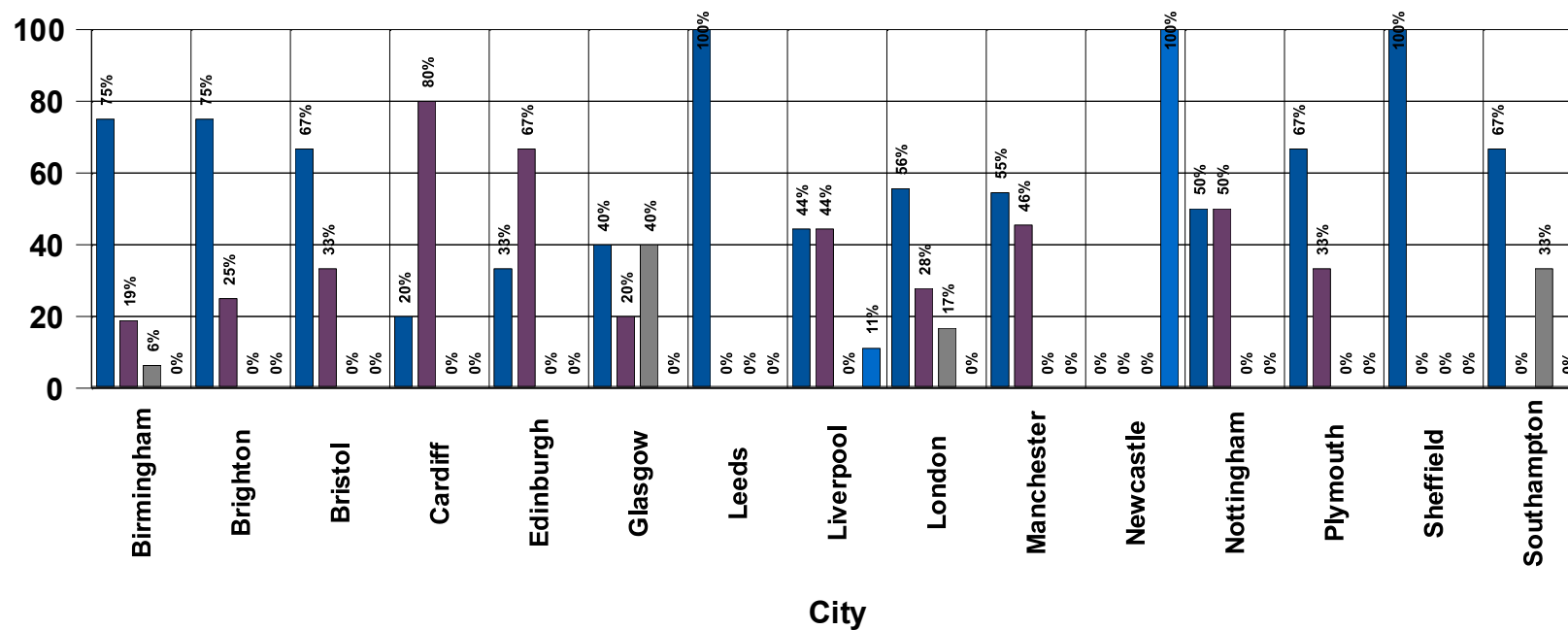
Question Seven Cross Tabulation With Region

How long did the subsequent disruption last?



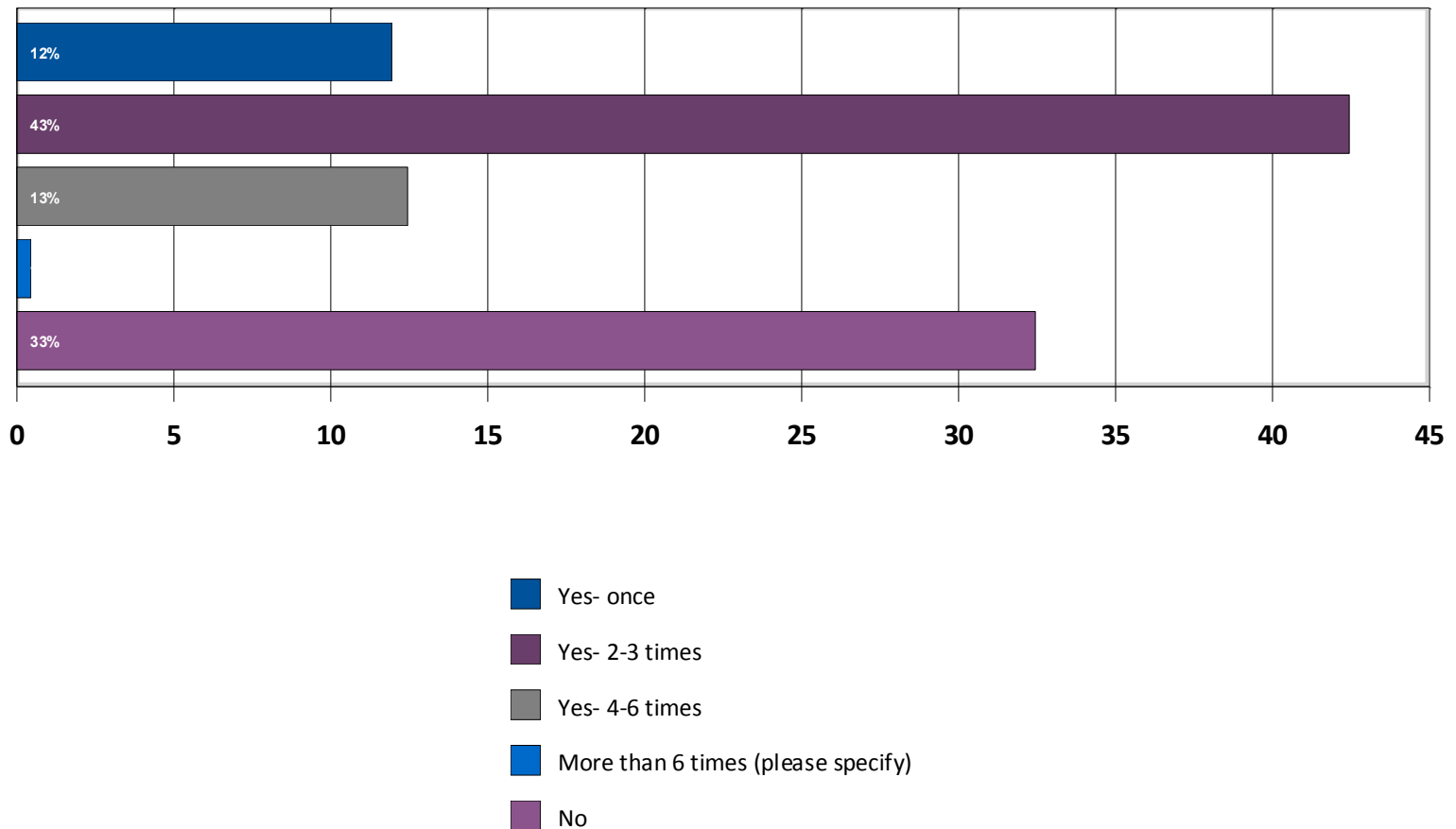
Question Seven Cross Tabulation With City

How long did the subsequent disruption last?



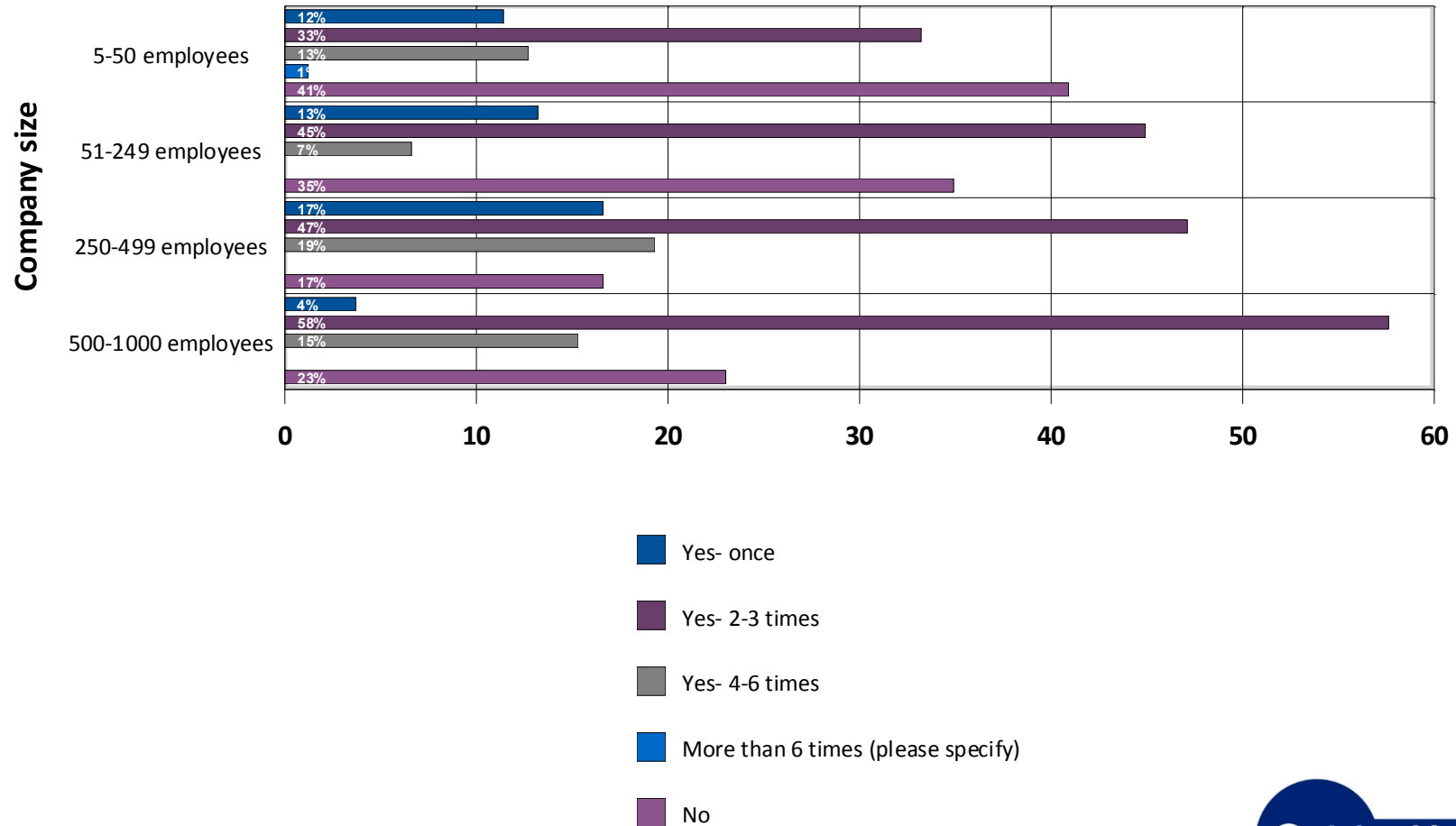
Question Eight

Have your spam filters (server or client-side) blocked a legitimate and/or important inbound business email, delaying your response?



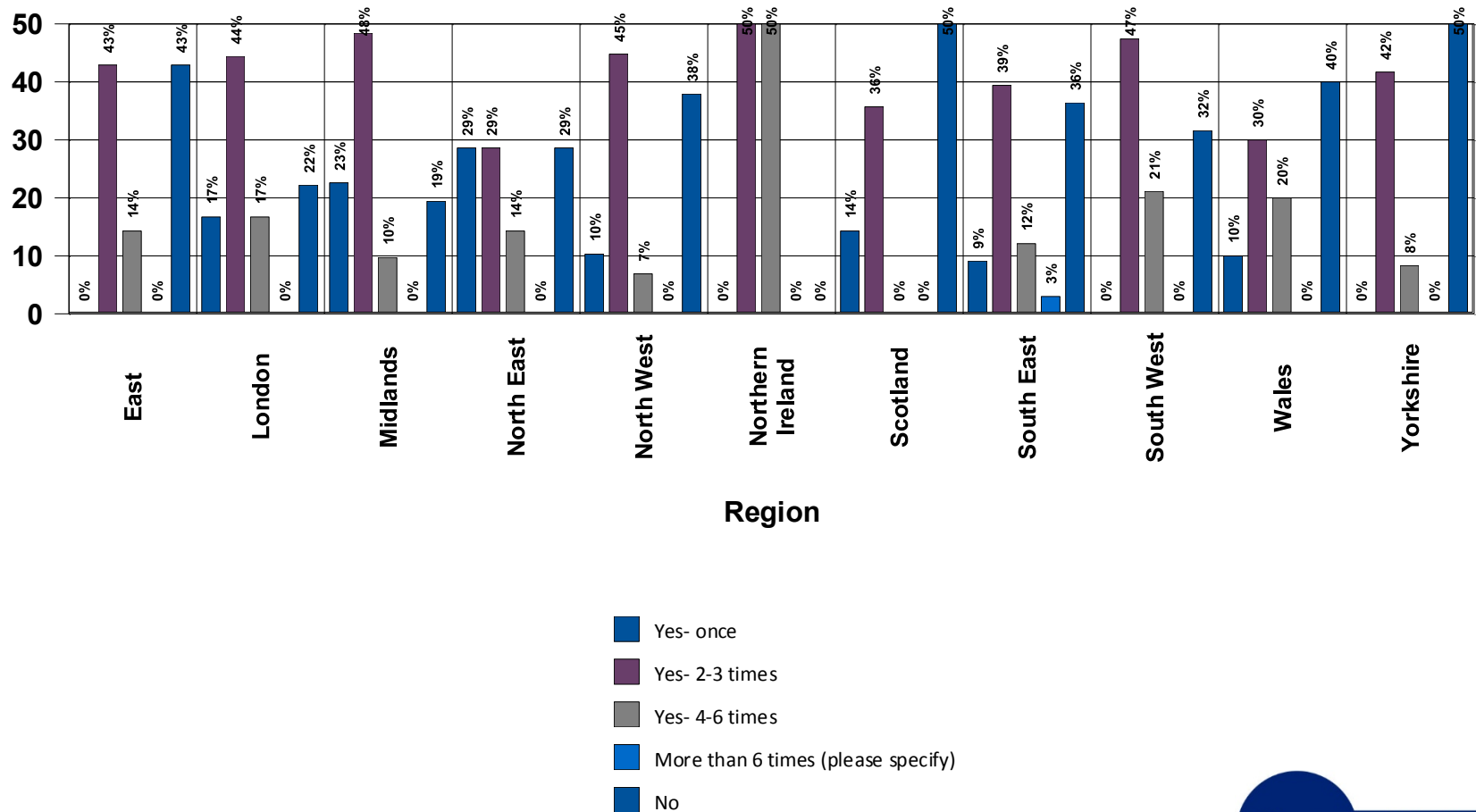
Question Eight Cross Tabulation With Company Size

Have your spam filters (server or client-side) blocked a legitimate and/or important inbound business email, delaying your response?



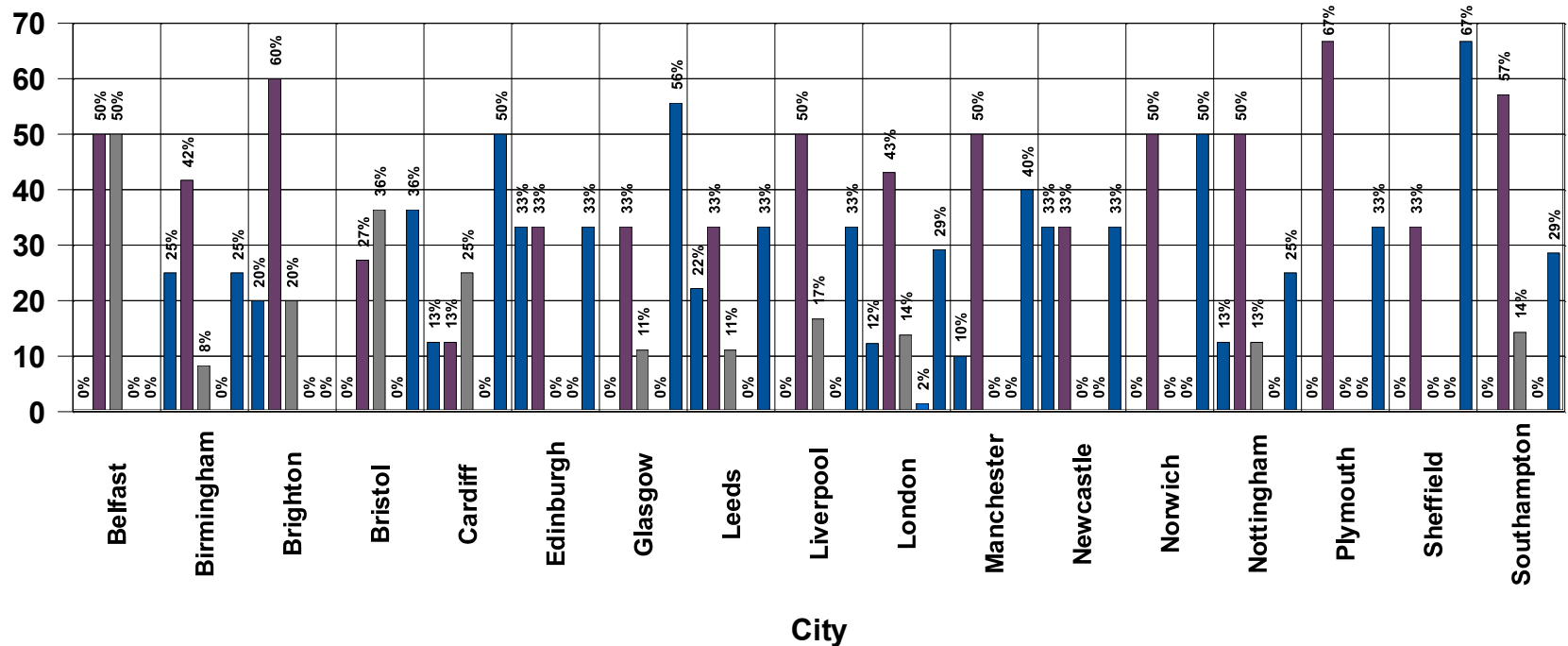
Question Eight Cross Tabulation With Region

Have your spam filters (server or client-side) blocked a legitimate and/or important inbound business email, delaying your response?



Question Eight Cross Tabulation With City

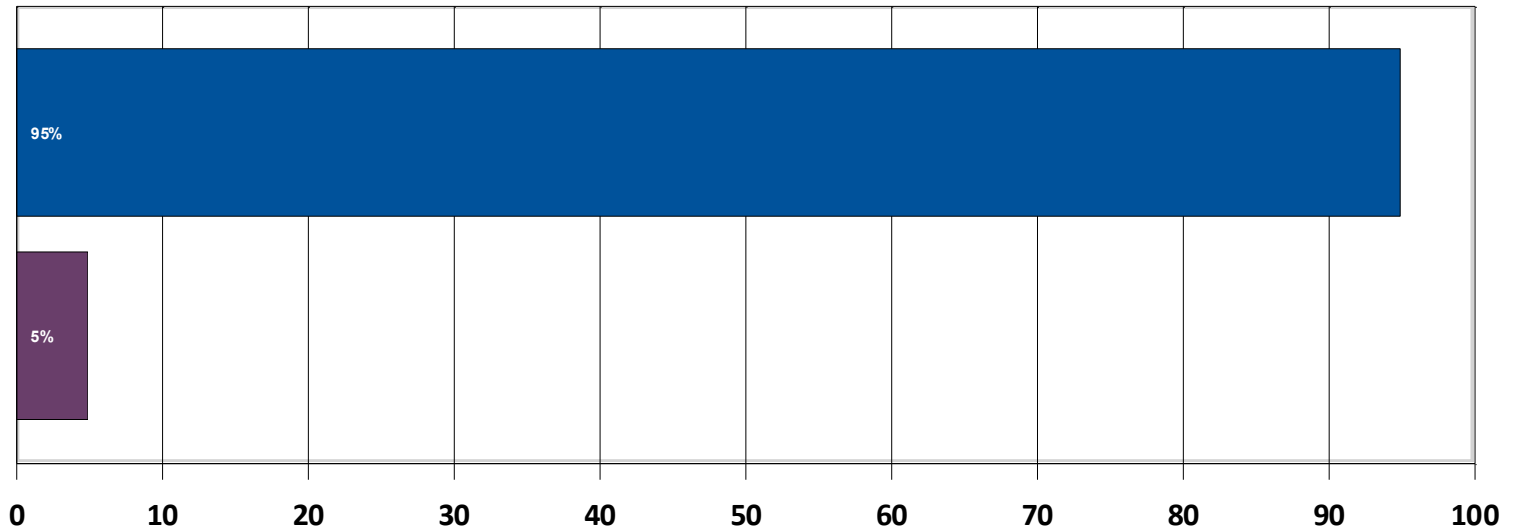
Have your spam filters (server or client-side) blocked a legitimate and/or important inbound business email, delaying your response?



- Yes- once
- Yes- 2-3 times
- Yes- 4-6 times
- More than 6 times (please specify)
- No

Question Nine

Have you had your company servers added to spam blacklists?

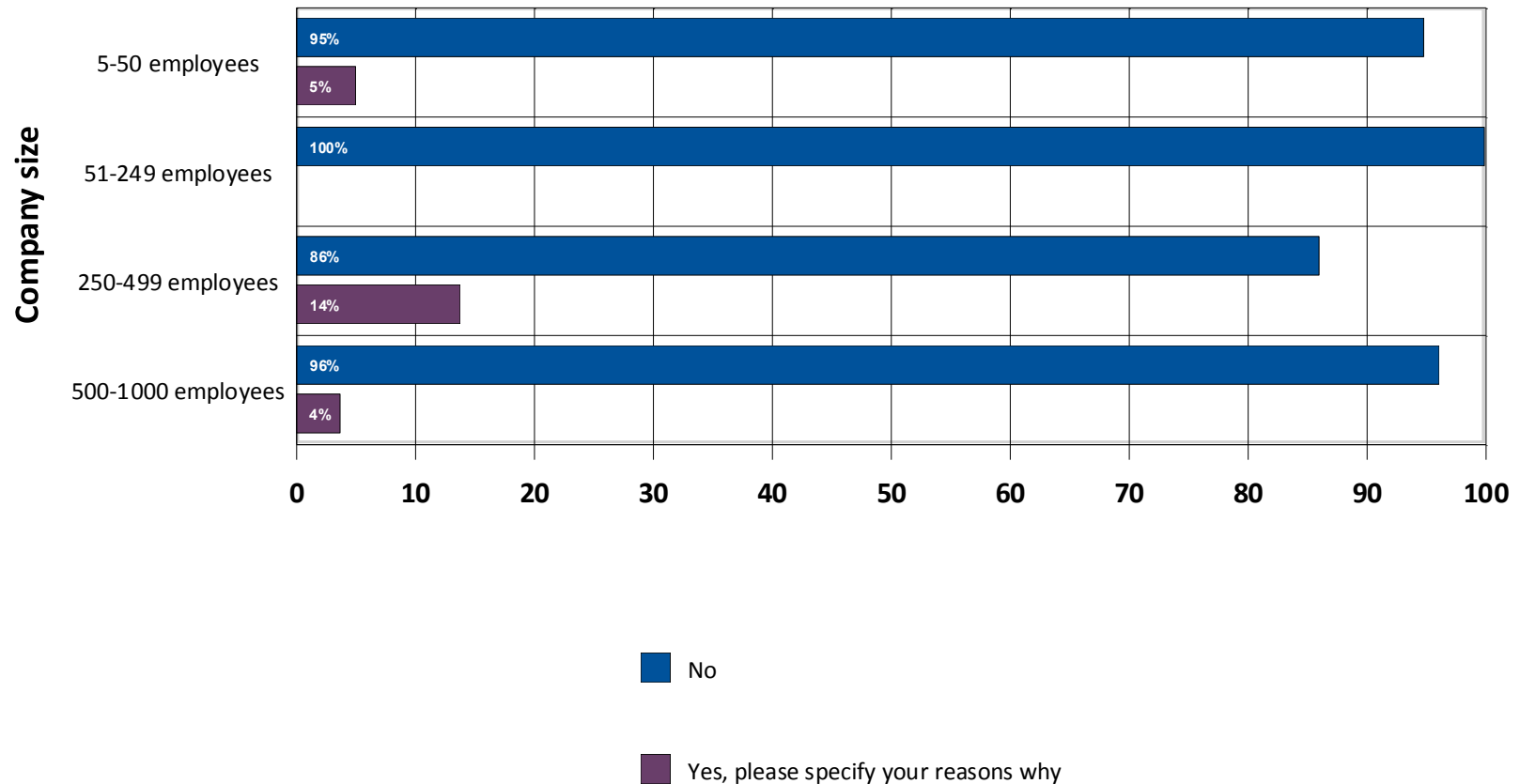


■ No

■ Yes, please specify your reasons why

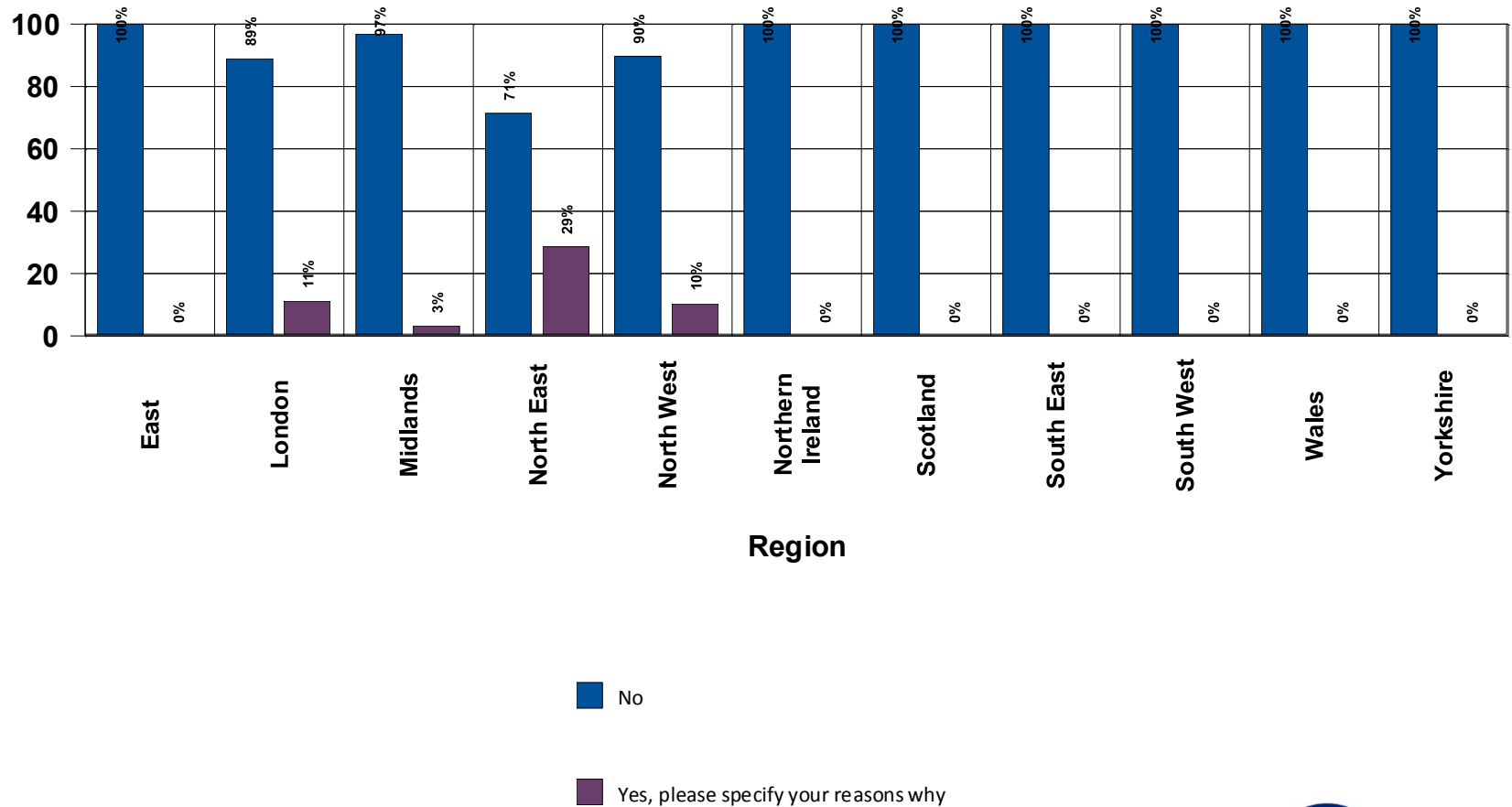
Question Nine Cross Tabulation With Company Size

Have you had your company servers added to spam blacklists?



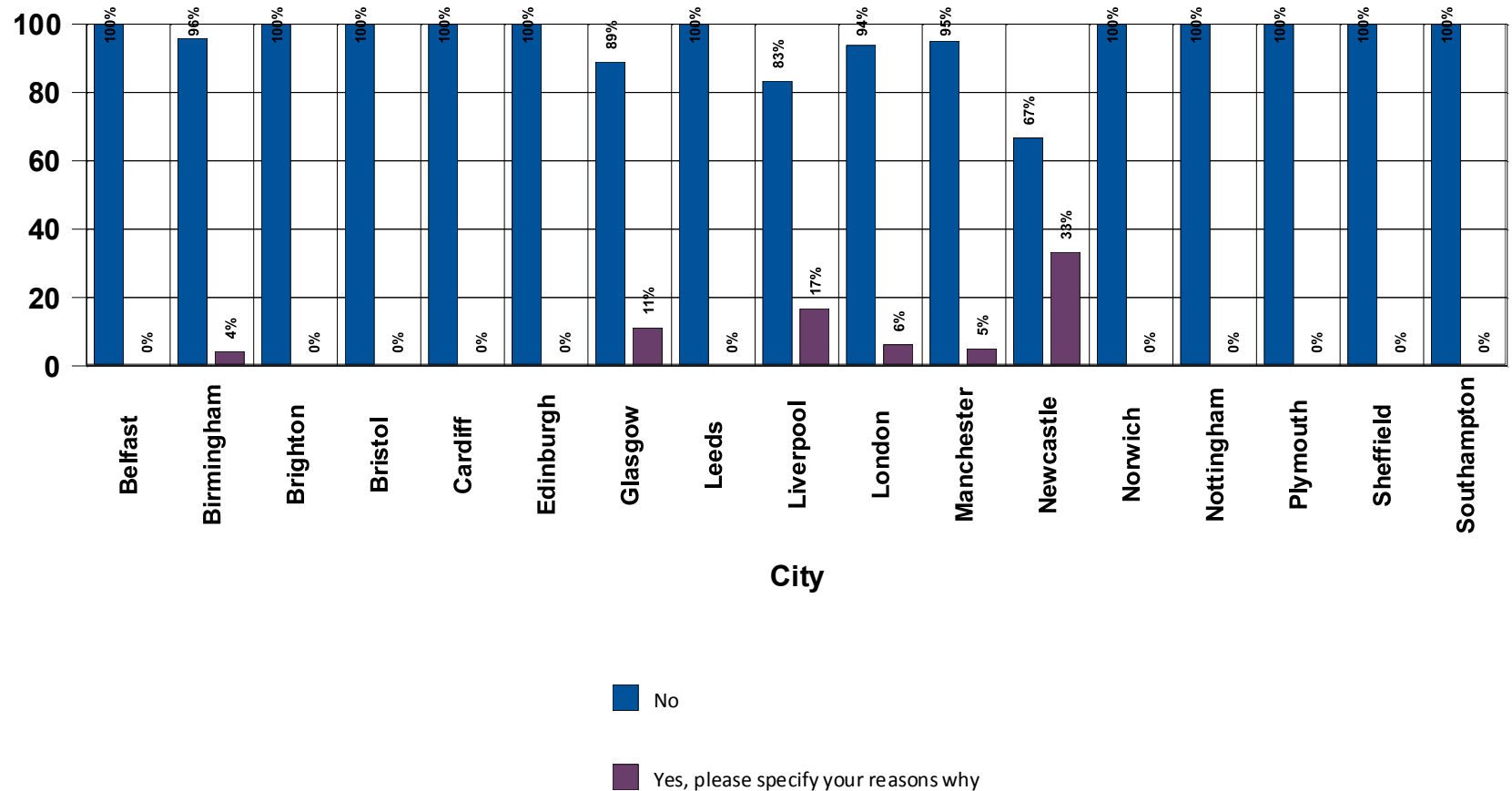
Question Nine Cross Tabulation With Region

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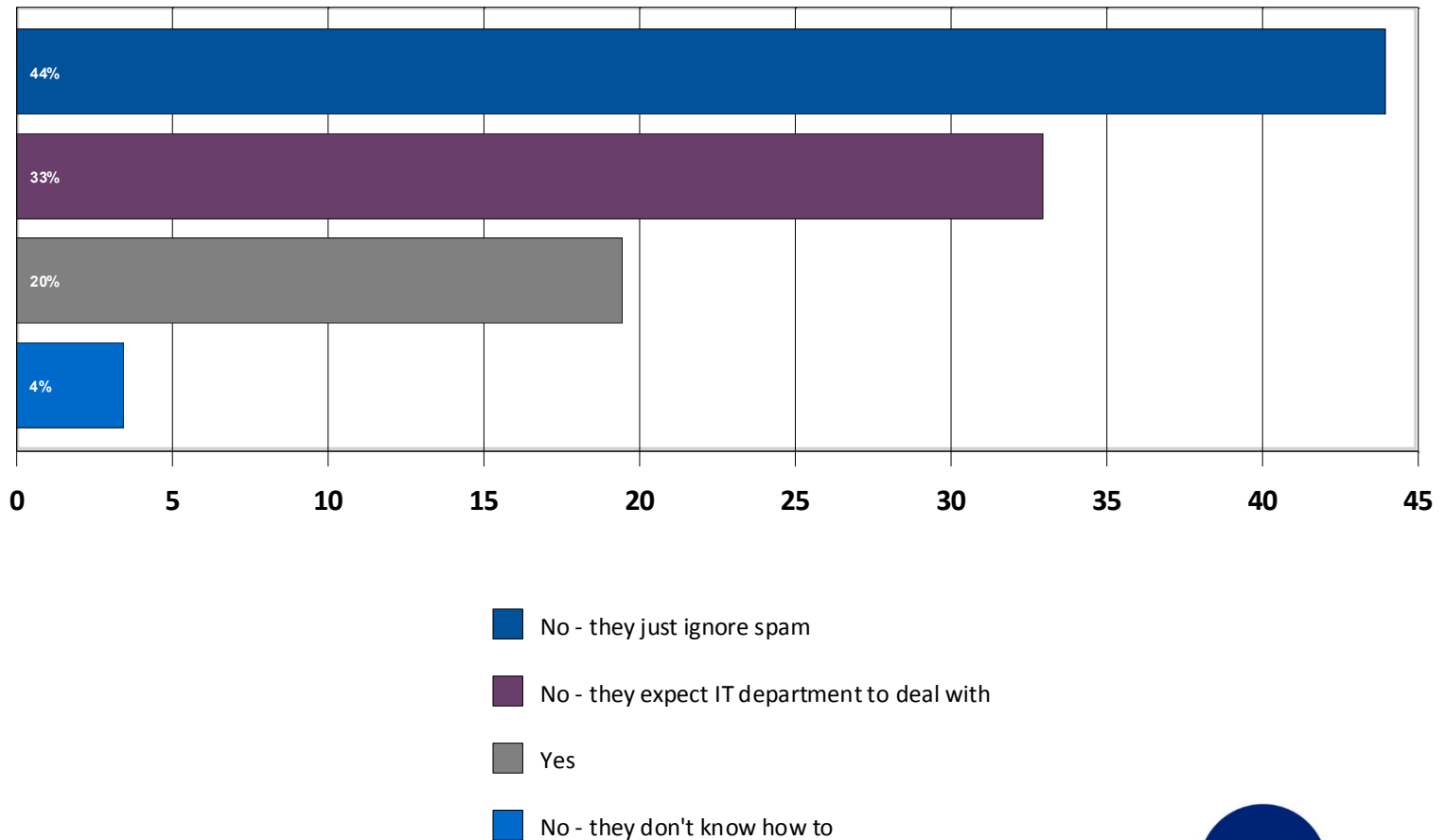
Question Nine Cross Tabulation With City

Have you had your company servers added to spam blacklists?



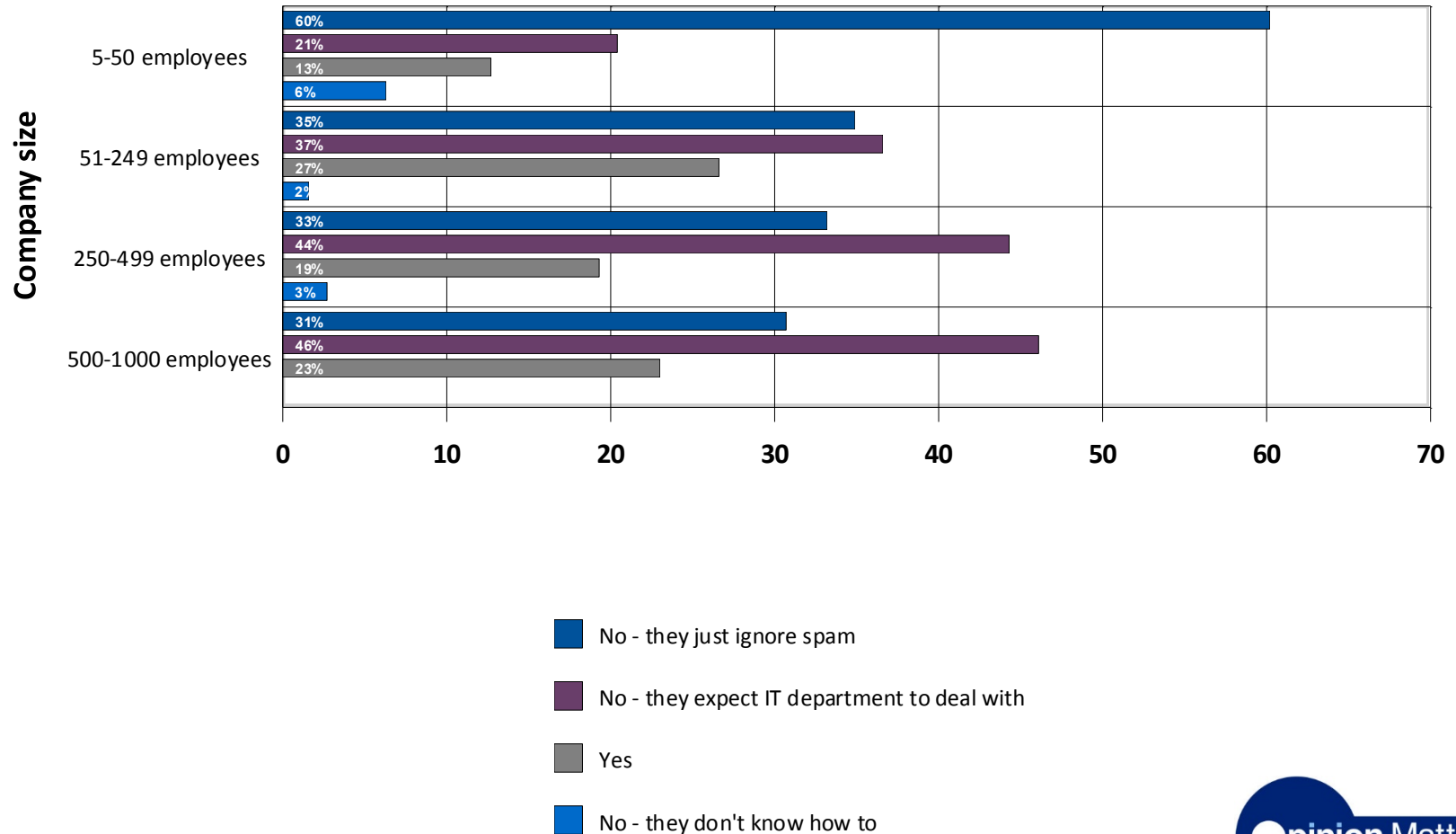
Question Ten

Do employees at your company regularly have to spend time and resources in an effort to fight spam?



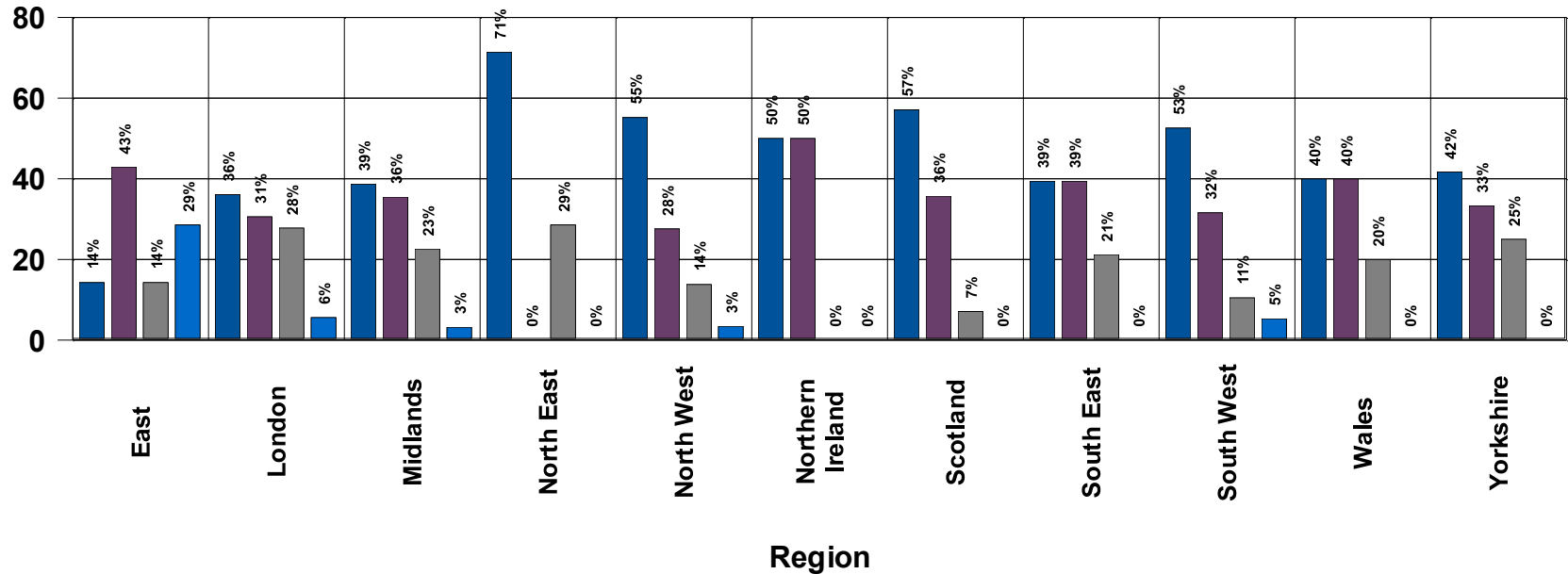
Question Ten Cross Tabulation With Company Size

Do employees at your company regularly have to spend time and resources in an effort to fight spam?



Question Ten Cross Tabulation With Region

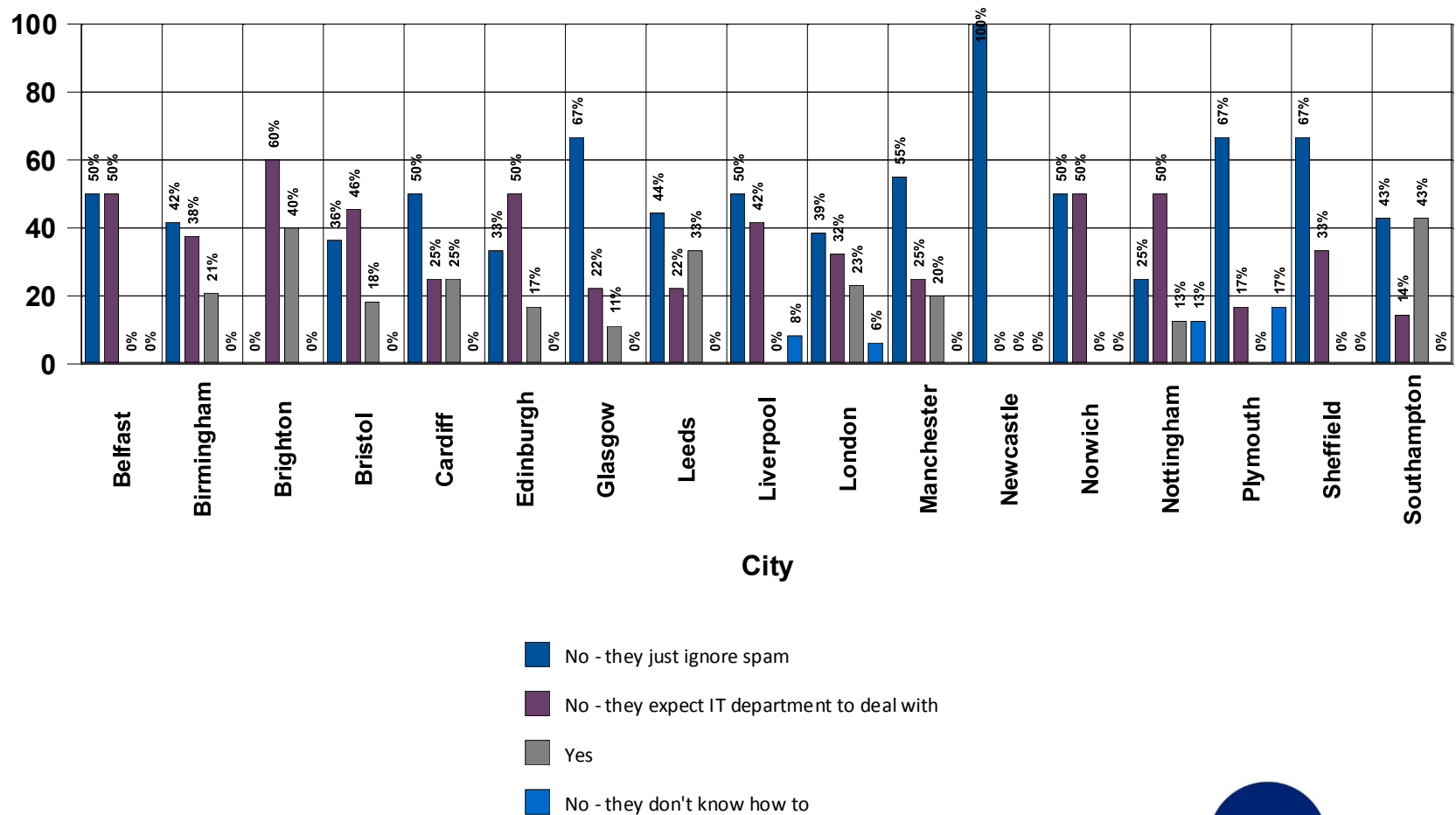
Do employees at your company regularly have to spend time and resources in an effort to fight spam?



- No - they just ignore spam
- No - they expect IT department to deal with
- Yes
- No - they don't know how to

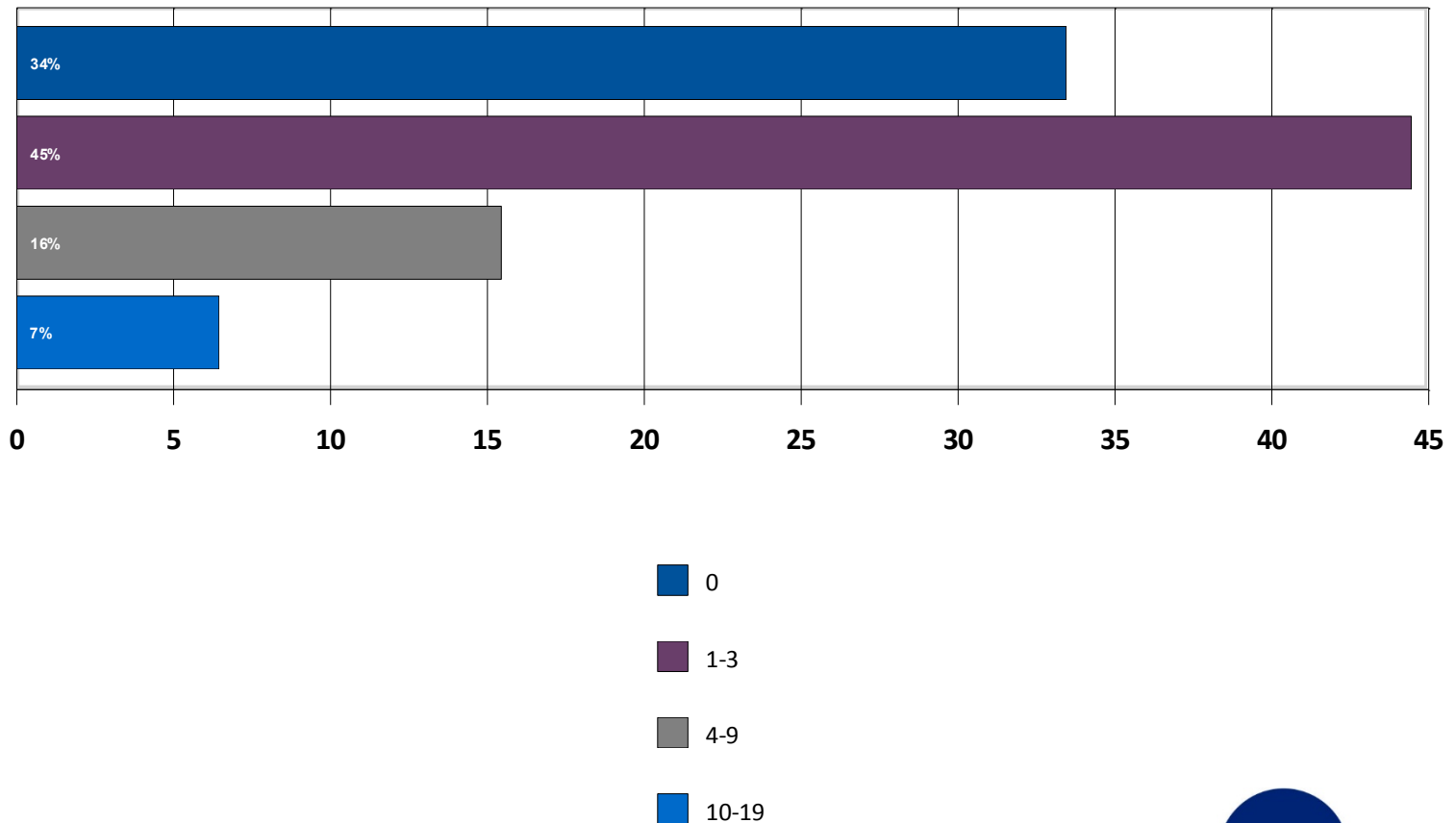
Question Ten Cross Tabulation With City

Do employees at your company regularly have to spend time and resources in an effort to fight spam?



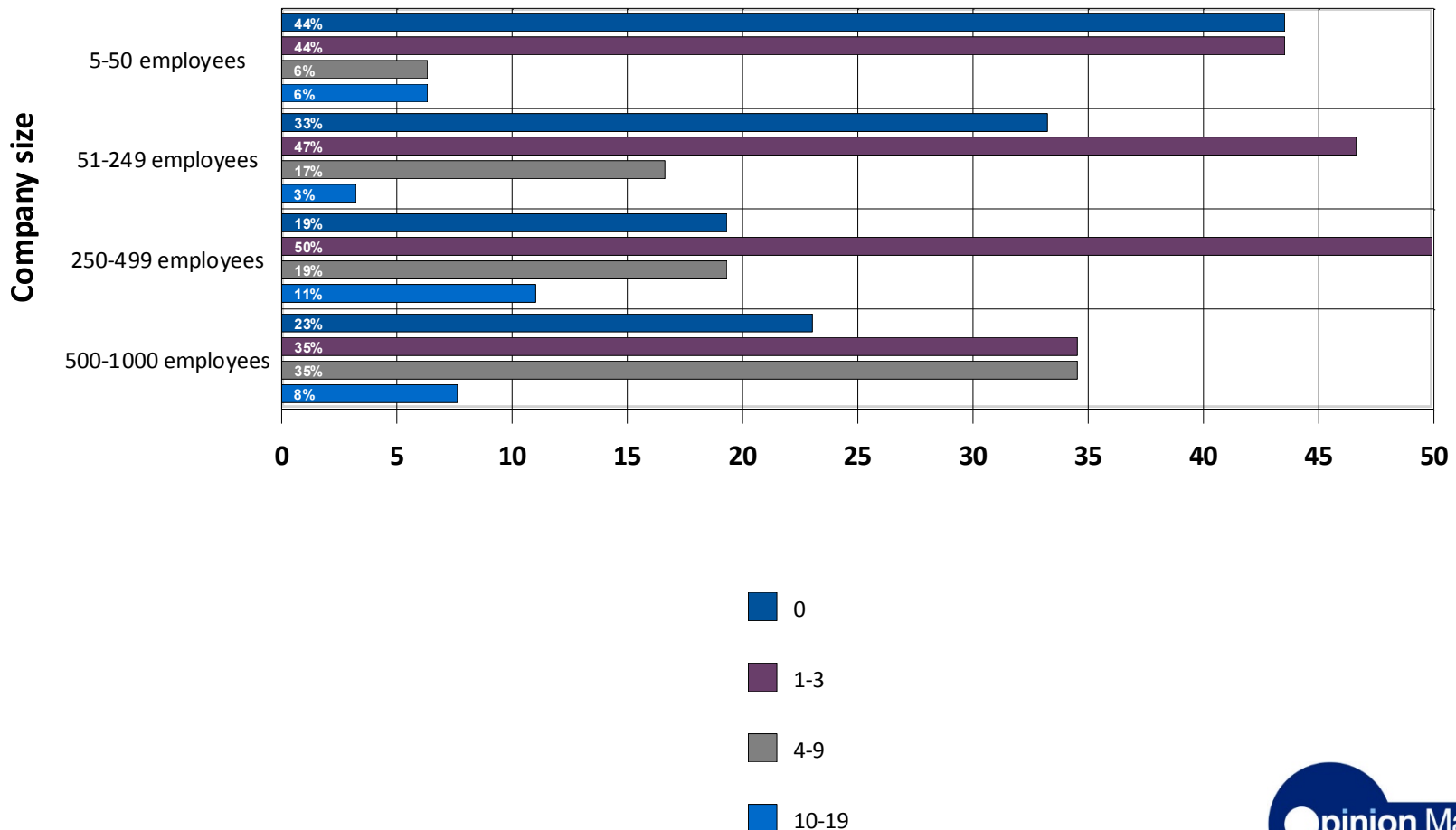
Question Eleven

How many spam related disruptions to operations, business or otherwise, has your company experienced in the past 12 months?



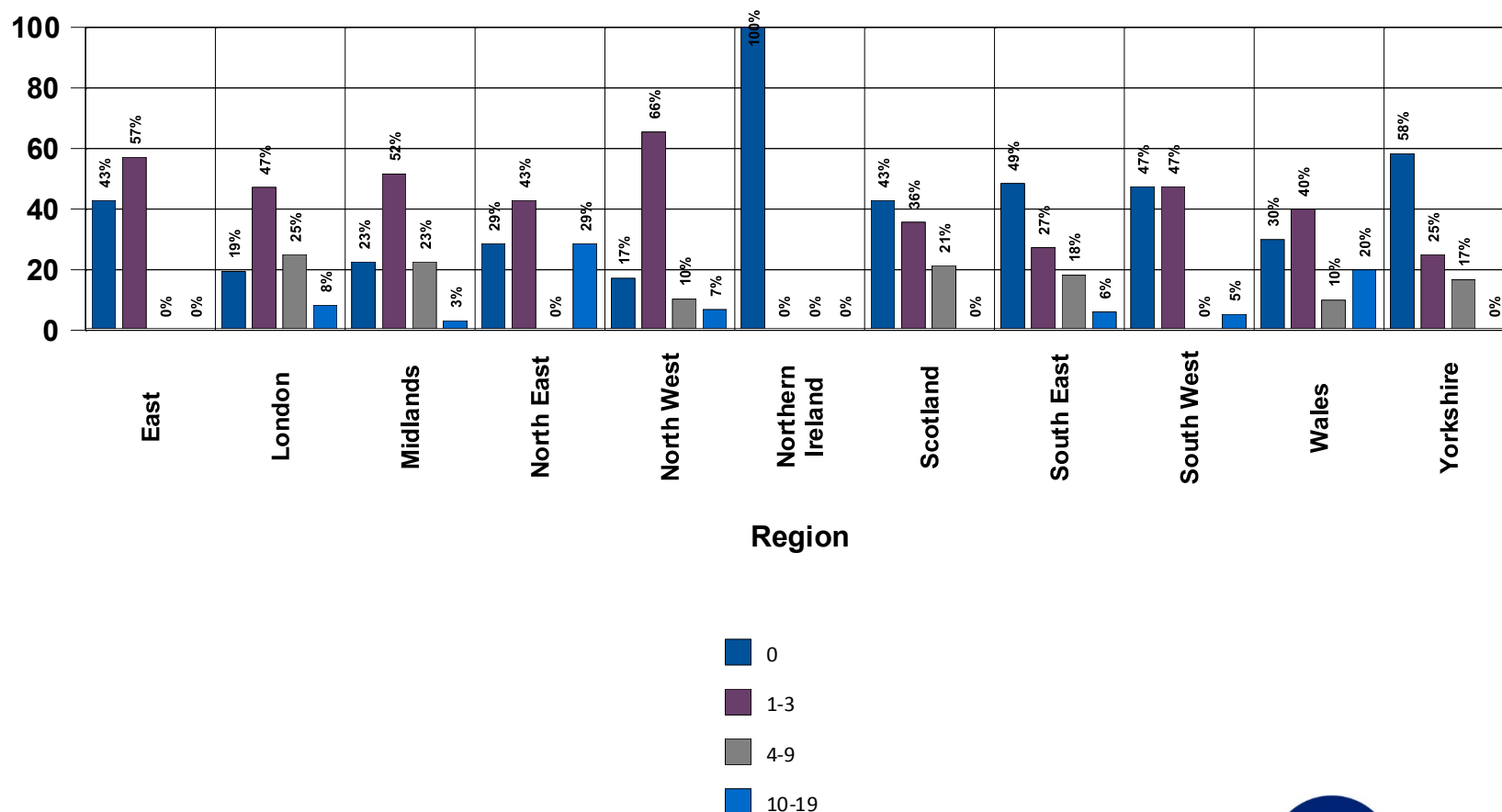
Question Eleven Cross Tabulation With Company Size

How many spam related disruptions to operations, business or otherwise, has your company experienced in the past 12 months?



Question Eleven Cross Tabulation With Region

How many spam related disruptions to operations, business or otherwise, has your company experienced in the past 12 months?



Question Eleven Cross Tabulation With City

How many spam related disruptions to operations, business or otherwise, has your company experienced in the past 12 months?

