SPAM EXPERTS®
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CASE STUDY
BIG WET FISH HOSTING

Local Cloud » SaaS Managed Email Security on your own premises » Incoming & Outgoing Filters » 4-tier Control » API » Clusterable » Synchronized » Scalable

It is never easy for webhosts to keep their network secured from spam. Luckily, they are learning the importance of an anti-spam filter, both for incoming and outgoing emails, and are taking measures to prevent spam from entering or leaving their network! SpamExperts professional email security helps webhosting companies keep a safe and clean infrastructure by blocking all inbound and outbound spam, with nearly 100% filtering accuracy.

Quick Read

Big Wet Fish Hosting is a provider of fully managed Web Hosting Solutions with clients from 50 countries around the world. They offer a complete range of services, including standard Shared Hosting, Business Hosting, Managed VPS Hosting, Dedicated Server Hosting and Cloud Hosting on a VMware cluster. Their slogan is 'We're Different; we don't do things by the Hosting Handbook', philosophy which shines through in everything they do.

For more information, please visit their website http://www.bwfhosting.com/

Challenges

Prior to using SpamExperts, Big Wet Fish Hosting used Spam Assassin to catch incoming spam. At that point, they had no solution to filter outgoing emails to protect against spam leaving their network and for their IPs to not get blacklisted. It was difficult for their clients to understand that this was an inherent issue with shared hosting and that it would happen from time to time. Clients would become frustrated when their emails bounced, which led to increased support loads for the Big Wet Fish Hosting team.

Incoming spam was less of a problem, but for some clients it certainly was still an issue. Although Spam Assassin worked for many clients, the implementation of SpamExperts Incoming Filter has led to a greater reduction in spam emails reaching the inboxes, which in turn led to happy clients.

Customer profile

Company	Big Wet Fish Hosting
Location	Carrickfergus, United Kingdom
Industry	Web Hosting, Web Servers, Domain Names
Number of filtered domains	5,000 domains Incoming 5,000 domains Outgoing
Products in Use	Local Cloud, Incoming & Outgoing Filters

Implementation

Big Wet Fish Hosting have been using SpamExperts services since April 2014. After researching the various products available on the market, they decided to purchase a self-hosted anti-spam cloud solution on two servers, with both incoming and outgoing email filtering for the domains they add to the system.

"We now use Spam Experts to filter incoming and outgoing email for those clients who are on a hosting plan that we bundle this product with. For these clients the effects are excellent, with email being sent from clean IPs, and a great reduction in spam emails that get through to our clients. IP Blacklisting for outgoing email was probably our biggest issue on shared hosting. A server may have 200 clients sharing the server resources and the mail IP. All it takes is for one client to neglect to update their Wordpress script, for the system to get infected and for that specific script to start spamming. Very soon, the IP gets blacklisted, which, in turn, leads to all sorts of issues for the other 199 clients on the server, with bounce back messages," explained Stephen Kinkaid, as Big Wet Fish Hosting Management.

Benefits

The implementation of SpamExperts solutions has had a positive outcome, as the vast majority of the clients, who have either purchased a hosting plan including SpamExperts or who have upgraded their Legacy Plan to one that includes SpamExperts, are happy and would certainly recommend the product.

"SpamExperts provides an instant solution to a client on a shared server whose IP was blacklisted due to the actions of another client. The client no longer needs to wait for us to have the IP delisted, as with SpamExperts their outgoing email will instantly be filtered through the anti-spam cloud for successful delivery," further added Stephen Kinkaid.

Target Reached

"The SpamExperts Product does 'exactly what is says on the tin'! It works well and helps our clients have a better overall email experience. We especially like the Outgoing Email Filtering Solution for our many shared hosting clients who use this product to help with the successful delivery of their email every time, without worrying about a shared server IP becoming blacklisted.

The support team are responsive and knowledgeable and are helpful with any questions we may have. We have the benefit that one of our Senior Server Admins used the product extensively when he worked with another SpamExperts partner, so thankfully our support needs are relatively low," pointed out Stephen Kinkaid.

Next steps

Contact us to discuss your email security needs!
sales@spamexperts.com

Take a Free Trial to convince yourself of the quality!
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