



SPAM EXPERTS®
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CASE STUDY **BLACKNIGHT**

EMAIL SECURITY IN THE CLOUD OR ON-PREMISES

INCOMING » OUTGOING » ARCHIVING

Capitalize on Email Security: Cloud Computing » SaaS Managed Email Security » API » Clusterable » Synchronized » Frontend

Protecting your business from a security breach isn't just about practicing safe tech, it's also about having a good security policy in place, and letting professionals deal with email based threats.

So, what can webhosts do to protect their clients from spam, viruses and phishing attacks? SpamExperts has the solution that can filter both inbound and outbound messages to safeguard users against malicious insiders. Through its in-house developed security filters, the accuracy rate is 99.98% and the false-positive rate is less than 1 in a million. Offering these products raises customer satisfaction and builds loyalty for any webhost.

Quick Read

Blacknight was established in 2003 as a full service hosting service provider. Since its inception, the company has led the market in releasing new products and services. Today, 11 years on, Blacknight provides a wide range of hosting services, connectivity services for SME and Enterprise customers at a national level ranging in speeds from 10Mbit/s to 10Gbit/s, New gTLDs, reseller platform and now SpamExperts email security.



Challenges

Located in Ireland, Blacknight was using a mix of in-house and outsourced solutions with small local brands to manage spam filtering. Using queue monitor scripts and other mechanisms in place to deal with spam, made it challenging to implement a uniform process as dealing with outbound spam was entirely manual. Additionally, the shared hosting control panel PA (Parallels Automation) didn't allow them to scale their spam scanning needs as their customer demands grew. Blacknight began looking for a professional email filtering solution for outbound filtering to prevent clients inadvertently sending out viruses or spam from their hosted email accounts.

Customer profile

Company	Blacknight
Location	Ireland
Industry	Hosting, Data Centre, Domains
Products in Use	Local Cloud, Incoming and Outgoing Filter
Website	www.blacknight.com

Implementation

After Blacknight discovered SpamExperts in 2013, they decided to further research the solution and perform a thorough evaluation. Meeting at the yearly Parallels Summit 2014, Blacknight chose to implement the SpamExperts Local Cloud outbound filtering solution with the PA integration. The Local Cloud per-server model was installed by SpamExperts Support team, allowing Blacknight engineers to see logs at a file level rather than through a UI. Additionally, the Local Cloud solution allows complete control of the environment.

Benefits

Blacknight currently protects the outbound email of over 220 web servers and has begun using inbound filtering for its shared hosting customers. Some of the key elements that Blacknight enjoys today are an intuitive software, a professional support team to deal with, and above all, a cost effective service.

From the trial of SpamExperts products, to the account management and finally technical support, Blacknight highlighted the personal approach and a very efficient and knowledgeable support team. Since implementing SpamExperts, the in-house engineers have to deal with far less delistings (removing IPs from blacklists) and the time spent cleaning up spam has significantly reduced.

In the future, Blacknight plans to scale up SpamExperts inbound filtering to over 200k domain names. They are also looking at giving all their customers a new experience with the Parallels Automation integration.

Target Reached

“SpamExperts is a proven brand in the market for email security both for incoming and outgoing spam filtering. We’ve found their team very reactive and proactive in the support department, keeping tickets for APS integration open and updating us as they progress in development to suggesting what license model best fits our business and customer base. Their weekly release schedule of bug fixes and minor improvements gives a very transparent view of their development cycle which compared to other SaaS providers we use is very refreshing.”, says Gianni Ponzi, VP of Sales at Blacknight.

Next steps

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