SPAM EXPERTS®
SIMPLY SPAM FREE

CASE STUDY
BYTEHOUSE

Local Cloud » SaaS Managed Email Security on your own premises » Incoming & Outgoing Filters » 5-tier Control » API » Clusterable » Synchronized » Scalable

Spam is one of the most expensive threats companies have to deal with to protect their networks, costing them significant loss of productivity and infrastructure. Web hosting providers are expected to deliver enterprise-class email security, as their end-clients have increased demand for professional and effective anti-spam solutions.

SpamExperts provides professional solutions tailored to the needs of web hosting companies, by offering redundant and fully managed email security products available in the cloud or on-premises. Consequently, a robust email security system is a necessity for any web host.

Quick Read

ByteHouse is a UK-based hosting provider that has been providing UK hosting since 2001. Since inception it has focused on providing a wide range of quality hosting services operated from multiple tier 4 UK data centres to SME and Enterprise customers.

For more information, please visit their website.

Challenges

Prior to implementing SpamExperts solution in their system, ByteHouse had been using several anti-spam products but had found that none provided the all-round robust solution that was required. They required both an Inbound filtering solution to free up client support time and keep their system secure and an Outbound filter for clients to protect the reputation of their IP address(es), ensure they weren't being blacklisted and stop inadvertently sending out viruses or SPAM from their accounts.

Implementation

Working proactively with the challenges they found, ByteHouse created a robust system to reduce the time needed to solve problems for their clients. They continue to look for new ways to improve their client

Customer profile

Company	ByteHouse
Location	Herdforshire, UK
Industry	Hosting Service Provider
Number of filtered domains	5,000 domains Incoming 5,000 domains Outgoing
Products in Use	Local Cloud, Incoming & Outgoing Filters
Website	www.bytehouse.co.uk

experience by ensuring their system stays one step ahead of the ever-changing spam systems. With an emphasis on customer service and proactive monitoring, the implementation of SpamExperts offered an improved inbound and outbound spam protection with the added benefit of freeing up support time for ByteHouse's clients. This ongoing commitment to keeping systems spam free showed a marked reduction in the likelihood of IP addresses being blacklisted.

"SpamExperts has set up the Local Cloud solution for us, and it has been a pain-free experience. To date, we have not needed much support, which is testament to the intuitive nature of the local cluster. The few times we've needed to use their support, it has been good," said Hazem Megerisi, Managing Director at ByteHouse.

Benefits

SpamExperts offers an accurate and powerful, yet cost-effective spam solution. By paying attention to protection across both a network and per-inbox level, they created a more cohesive anti-spam system. Clients that implemented SpamExperts found a reduction of over 99% of spam, equating in real terms to thousands of unwanted emails not hitting their inbox. This leads to greater efficiency and productivity as fewer viruses and malware invasions makes for a much healthier IT system. SpamExperts' advanced log search is responsible for scanning millions of emails a day to gain a full, intuitive understanding of each individual account and guarantee that important emails are never lost again. This log search also provides an in-depth and easy-to-understand statistical report, to keep ByteHouse in control of their systems. SpamExperts' accuracy also allows the ability to white or blacklist both specific domains or specific email addresses so the system is adaptable to individual needs.

"We've had more time for our clients' SPAM issues, allowing us to give a more efficient and secure service. This overall improvement of quality and security has not only saved us time but saved our clients time too. SpamExperts has provided us the best solution to date for getting on with our day-to-day hosting solutions and the positive feedback on the more efficient service has been great," said Hazem Megerisi Managing Director at ByteHouse.

"We have found the staff and management at SpamExperts to be friendly, helpful and very knowledgeable. Their service has been professional and the client feedback has been excellent. More than anything, it has allowed us to focus on reducing both client wait times and IP Reputational risks," said Hazem Megerisi Managing Director at ByteHouse.

Target Reached

"The reduction of spam has kept us in control of our time and security, making our whole service more efficient and more cost-effective. By passing on those time savings to our clients, we've been able to give marked reductions in wait times and built on the high-quality of the hosting services we provide and has been strongly taken up by our customers," says Duncan Reid Sales and Marketing Manager at ByteHouse.

Next steps

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

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