SPAM EXPERTS®
SIMPLY SPAM FREE

CASE STUDY
CIPHERWAVE

EMAIL SECURITY IN THE CLOUD OR ON-PREMISES
INCOMING » OUTGOING » ARCHIVING

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

Handling your spam problems alone costs time, especially when using open source filters. These nearly comprise 100% of the total load on your hosting infrastructure and can lead to mediocre filtering. By deploying SpamExperts centralized, redundant and scalable solutions, you remain in full control, while SpamExperts takes care of managing your email security problems, and securing your network!

Quick Read

CipherWave is a Cloud Service Provider with multiple data centers across South Africa and a national fiber and wireless footprint. They provide last mile connectivity, managed WANs, internet access, colocation, hosted virtual servers and software as a service offerings, and disaster recovery solutions.

For more details, please visit www.cipherwave.co.za/

Challenges

CipherWave had always had an anti-spam solution in place, starting with Roaring Penguin and then migrating to PineApp. As the company grew, they required more functionality, flexibility and support from their anti-spam solutions, thus existing implementations fell short. The team began searching for a professional alternative. After reaching SpamExperts at Microsoft Cloud and Hosting Summit, they discovered that SpamExperts offered exactly what they had been in need for: great flexibility, usability and support at a lower cost than previously used solutions.

"Since CipherWave's deployment of Hosted Exchange, we have faced challenges with anti-spam, using a couple of solutions that we quickly outgrew the functionality of or spent too many senior technical hours supporting," explained Ian Faller, Operations Manager.

Customer profile

Company	CipherWave
Location	Gauteng, South Africa
Industry	Managed Service Provider
Number of filtered domains	250 domains Incoming 5,000 domains Outgoing
Products in Use	Local Cloud, Incoming and Outgoing Filter
Website	http://www.cipherwave.co.za/

Implementation

CipherWave joined SpamExperts client base after the 2014 Microsoft event and have been using Incoming and Outgoing filters in the Local Cloud. Currently, the company is using Inbound and Outbound mail forwarding for Hosted Exchange, Hosted Dedicated Exchange deployments and on-premise Exchange deployments.

With Incoming and Outgoing filters, the company prevents blacklisting and attacks from abused accounts, maintaining the satisfaction of their customers who expected zero spam as a basic offering. The redundant Local Cloud was deployed on the customer's hardware, allowing full control of the solution, whereas SpamExperts has managed the installation.

Benefits

CipherWave purchased Local Cloud Hosting for Inbound and Outbound mail filtering for their Hosted Exchange platform, but also Email Archiving, which they were previously outsourcing to a third party provider at a premium cost. Thanks to the solutions implemented, CipherWave has less support issues to deal with and quicker resolution of the support issues they have had. Email Archiving allows them to bring a currently outsourced feature of their Hosted Exchange in-house, saving costs and providing them with more control.

As explained by the company's Operations Manager, SpamExperts has helped them save money while "being more stable than PineApp and offering great service." Furthermore, management decided to upgrade to 5,000 domains and have also added Email Archiving in their product offering.

Target Reached

"Deploying SpamExperts has reduced our costs in terms of inbound and outbound mail filtering, while also reducing the amount of time our technical team requires to support the deployment. The deployment has been stable and provided us with increased functionality, usability and integration into existing systems such as our provisioning portal. The archiving feature has allowed us to move a previously outsourced feature offered on our Hosted Exchange platform in-house, increasing our margins on the product offering while providing us more control and flexibility over the deployment, improving our overall end user experience," discussed in detail Ian Faller, Operations Manager at CipherWave.

Next steps

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