SPAM EXPERTS®
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CASE STUDY
HOSTED.NL

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

Keeping their network secured from spam is never an easy task for webhosting providers. Spam is still a real problem, as the more technology is developed by email security providers, the more cybercriminals increase sophistication and discover new ways to infiltrate.

Protecting brand and IT-systems reputation internally is crucial, but it is equally important to safeguard the systems reputation in the outside world. Network weaknesses can allow spammers to compromise IP addresses and send out malware without the account owner even noticing it. The good news according to Gartner's Magic Quadrant for Secure Email Gateways 2013 is that buyers are becoming more and more interested in outbound filtering capabilities. It is time for hosting providers to stop spam from leaving their network and prevent being blacklisted by using a professional Outgoing Filter Solution, such as SpamExperts!

Quick Read

Founded in 2006 and headquartered in The Netherlands, Hosted.nl is a high quality internet service provider in every aspect of hosting: webhosting, reseller hosting, VPS servers, dedicated servers, VoIP, domain registration.

Challenges

Until two months ago, Hosted.nl B.V. used 24-hour sending limits for outbound email control. This has resulted in a large number of complaints and abuse notifications from customers whose IPs were getting blacklisted for unintentionally sending out spam. In time, the solution was simply not robust enough for what they needed, lacking automatic information about abused IPs and accounts and failing to detect spam problems instantly. Hosted.nl sought an email filtering tool that would allow to pro-actively track spamming accounts and be able to shut them down for blacklisting prevention.

Customer profile

Company	Hosted.nl B.V.
Location	Zevenaar, The Netherlands
Industry	Hosting
Number of Domains	10,000
Products in Use	Local Cloud, Outgoing Filter
Website	www.hosted.nl

Implementation

After evaluating a number of spam filtering tools, K. Schouwenaar, System Administrator for Hosted.nl singled out SpamExperts for a number of reasons, including powerful spam intelligence, an easy-to-learn and use interface and a convenient account tracking structure. SpamExperts deployed the Local Cloud outgoing spam filtering solution on Hosted.nl server. The client's IT administrators have access to the outbound filter through the multi-tier web control panel, where they administer their domains and which is available in 15 languages. The client receives real-time updates, scheduled maintenance and 24/7 monitoring. In case more filtering capacity is needed, more filtering nodes can be added.

Benefits

Leveraging SpamExperts' Local Cloud software installation on its hardware, Hosted.nl was able to have full control on the deployment and optimize the system to provide ARF reports indicating which users/mailboxes require attention and automatically lock out abusing accounts. Currently SpamExperts filters 10,000 domains for Hosted.nl for outgoing email. Due to the central control server, time spent on manual configurations has been reduced to the minimum. SpamExperts has allowed Schouwenaar and his team to save hours of resource time daily and has helped Hosted.nl develop a real-time spam detection system.

By being able to track compromised accounts, the IP addresses reputation and email continuity for all users in Hosted.nl network have already significantly improved while the number of complaints and abuse notifications from end clients dropped by 95%. Hosted.nl is already considering to start using SpamExperts' Local Cloud for inbound filtering as well.

Target Reached

"After trying several solutions, SpamExperts' Local Cloud appeared to be the only product that could really satisfy our needs. Lots of competitors' solutions were only limited to a few aspects, such as high availability, actual spam filtering and anti-virus. The chosen outbound filter product saves us time, money and gives our customers value added services. The number of complaints and abuse notifications dropped by 95% in less than two months since the introduction of our outbound filtering system.", says Kevin Schouwenaar, System Administrator for Hosted.nl.

Next steps

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