SPAM EXPERTS®
SIMPLY SPAM FREE

CASE STUDY
HOSTNET BV

Securing all incoming- and outgoing e-mail is a necessity for any web host. It is therefore important to offer robust e-mail security systems to not only raise customer satisfaction, but also to build loyalty. In addition, by outsourcing your e-mail security, maintenance of in-house developed anti-spam solutions and dealing with frustrated customers will become past tense! Using the SpamExperts solutions, you remain in full control of your solutions and we take care of managing your e-mail security problems!

Quick Read

Hostnet started in 1999 when the Internet was still in its infancy. More than 10 years have gone by and the forces affecting the market have clearly changed: the amount of domain names has significantly increased and the need for web hosting, virtual hosting and dedicated hosting has grown rapidly. Hostnet has grown alongside these developments and is currently one of the leading providers of hosting- and domain services in the Netherlands, owing to their continuous focus on their customers needs and long-standing commitment to innovative technology and superior customer support.

Moreover, Hostnet offers domains, web hosting and other solutions, including e-mail, hosted exchange and SSL certificates, to small- and medium-sized businesses. For large enterprises, Hostnet offers high performance hosting services like Virtual Private Servers, Dedicated Servers and Cloud Hosting.

Customer profile

Company	Hostnet bv
Location	Amsterdam, the Netherlands
Industry	Domain & Web Hosting
Number of Domains	More than 100,000
Products in Use	Incoming and Outgoing Local Cloud E-mail Security Firewall
Website	www.hostnet.nl

Challenges

Being a technology-driven and open-source-minded company, Hostnet always created their solutions from scratch, based on multiple filtering techniques available through the open-source community.

However, being a company dedicated to provide reliable hosting, Hostnet was unable to spend tremendous resources on the continuous development and maintenance of their in-house developed anti-spam solution.

According to Merijn de Brabander, Business Manager at Hostnet bv, they were unable to effectively fight the influx of spam. "Since some among us have made it their core business to send out spam, there was no way we could effectively (in terms of human and computing resources) filter out all incoming spam messages, without actually making anti-spam part of our core business. Not only did we had to dedicate our time to building and maintaining an anti-spam solution, depriving us from our actual jobs, we also could not deliver the high level of e-mail filtering quality as intended to meet our customers needs."

In addition to their inbound filtering, Hostnet had to dedicate precious resources as well in order to respond to abuse complaints regarding their network. Their mail servers were being abused for sending out spam, either by compromised content management systems and hacked email accounts or infected end-user workstations. Their in-house developed anti-spam solution was only designed for incoming filtering and could not handle outgoing

Implementation

Hostnet decided to deploy the SpamExperts Local Cloud, in combination with the SpamExperts Incoming- and Outgoing E-mail Security Firewall, hosted in their datacenter, completely managed by the SpamExperts team. "We chose this solution, because our core business is hosting and that is what we do best. So it is only logical to host the infrastructure ourselves," says Merijn de Brabander.

Hostnet primarily uses the SpamExperts solutions for their shared hosting domains. However, Hostnet offers the SpamExperts Incoming- and Outgoing E-mail Security to clients other than shared hosting domains as well, and will also offer the SpamExperts E-mail Archiver in the near future.

What's more, Hostnet is very satisfied about the SpamExperts Support team. "They have always been very helpful. Even during the evaluation stage, they came up with good questions and even ideas to improve our filtering process. They understood our business and have been thinking with us every step of the way", as stated by Merijn de Brabander.

Benefits

The benefits are manifold. First of all, SpamExperts is now fully managing Hostnet's e-mail security, by 24x7x365 monitoring, updating and maintaining their

filtering needs. The SpamExperts solution enabled Hostnet to focus on their core business, i.e. to provide reliable web hosting services and to maintain their own hosting infrastructure, rather than trying to keep up with the latest trends in spam.

Moreover, the SpamExperts Outgoing Filter ensured Hostnet to have more control over their outbound e-mail traffic, by enabling them to swiftly react to spam outbreaks within their network, without a single spam message reaching its intended destination.

Target Reached

"SpamExperts has fully optimized our e-mail security. The SpamExperts redundant, scalable and synchronized Local Cloud currently is filtering our inbound- and outbound e-mail traffic, and enabled us to focus on our core business again, as maintenance time drastically decreased. In addition, we have more control over our outbound e-mail traffic, so that we can protect our network against all e-mail-based IT networks threats", according to Merijn de Brabander.

Next steps

Contact us to discuss your email security needs!
http://www.spamexperts.com
info@spamexperts.com

Take a **Free Trial** to convince yourself of the quality!
http://trial.spamexperts.com

Buy online to enjoy „The way email was meant to be!"
http://shop.spamexperts.com

SPAM EXPERTS®
SIMPLY SPAM FREE

SpamExperts B.V.
Rokin 113-115
1012 KP Amsterdam
The Netherlands

Phone +31 20 820 0004
Fax +31 43 711 3801

info@spamexperts.com

For more information and a free trial, please go to
www.spamexperts.com