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SIMPLY SPAM FREE

CASE STUDY
KEENONDOTS

Capitalize on Email Security: Reduce Client Churn Rate & Increase Revenue » Webhost Integration & Automation » Plugins » API

End-customers are now directly demanding robust enterprise-class email security from their web hosts, as 96% of the world's email traffic is spam and is constantly infiltrating our inboxes. What's more, offering these products raises customer satisfaction and builds loyalty. The SpamExperts inbound filter system increases margins on hosting offerings and the outbound spam filter reduces your operating costs!

Quick Read

Involvement, quality and reliability are the main pillars of Keenondots' services. To provide optimized services, Keenondots closely collaborates with specialized partners, like SpamExperts and Parallels. Involvement relates to the fact that customer demands are leading, and thanks to Keenondots' personal approach, they are able to provide customized solutions.

Moreover, the quality pillar concerns the high availability of their systems, which is their top priority, and therefore, their redundant network infrastructure is located at two certified datacenters.

Lastly, reliability refers to their systems and internal processes which are continuously monitored and in case of any problems, Keenondots is able to quickly respond.

Challenges

End-customers expected that Keenondots was able to deliver zero spam as a basic offering. Moreover, their previous open source solution was heavy on maintenance, which required large investments of time, led to mediocre filtering and customer dissatisfaction.

Customer profile

Company	Keenondots
Location	Enschede, the Netherlands
Industry	Web Hosting, Domain Registration, Online Backup
Number of Domains	5,000
Products in Use	Incoming -and Outgoing Filtering
Website	www.keenondots.com

Implementation

Keenondots decided to implement SpamExperts' Incoming and Outgoing spam filtering in order to satisfy their customers, who expected zero spam as a basic offering.

Benefits

SpamExperts is currently filtering all incoming -and outgoing email and enabled Keenondots to offer zero spam as a basic offering. In addition, SpamExperts drastically decreased maintenance time, as no fine-tuning is required and SpamExperts' unique, self-learning filtering mechanisms quickly understood the emailing behavior of Keenondots' clients. What's more, SpamExperts' outbound spam filter reduced operating costs, as less time is required to prevent legitimate machines to be blacklisted. Finally, the integration with Parallels and other major control panels convinced Keenondots to choose for SpamExperts.

Target Reached

"We've been using SpamExperts' incoming and outgoing filter for more than 5 months now and we are very happy with the service we received. I can't tell you how much time this product has saved us on maintenance of our open source filter system. Due to the good filtering of SpamExperts we are always able to assure that our customers do not receive spam anymore. It saves Keenondots a lot of time and our clients are content. This SpamExperts' product fits perfectly in the Parallels system which we are using to increase the quality of our services to our customers", says Laurens van Alphen, Infrastructure Architect at Keenondots.

Next steps

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

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