SPAM EXPERTS®
SIMPLY SPAM FREE

CASE STUDY
REFLEX SOLUTIONS

Local Cloud » SaaS Managed Email Security on your own servers » API » Cluster- able » Synchronized » Frontend

As email became the standard medium for written communication, it also became a mean for abuse and illegal activities such as scams through phishing, spam, and malware-distribution. By running the SpamExperts Local Cloud on your own hardware, spam will be eliminated and you can scale up resources any time you need, instead of typical black-box appliances, which only increase your mail server load. The SpamExperts filtering system achieves results around 99.98% without any fine-tuning!

Quick Read

Reflex Solutions is a comprehensive IT solutions provider, offering many solutions, such as ISP services, hosted cloud services, PC -and server maintenances, and server hosting both physical and virtual using VMware Technology.

Reflex Solutions aims at improving end-user experience through service and by developing long-term relationship with its clients. Furthermore, Reflex Solutions provides solutions that are designed to be cost-effective, efficient and above all, meet the requirements of their clients.

Challenges

Due to Reflex Solutions' rapid expansion, it was nearly impossible to cope with the amount of mail that needed processing. In order to clear the backlog of mail, the solution had to bypass traditional spam checking before delivering mail to their clients. However, large amounts of spam were included. This increased the amount of inbound calls and mails to their Help Desk complaining about the large amount of spam mails. This problem prompted Reflex Solutions to look for a new solution as end-customers demanded a robust emailing platform without any spam-related threats.

Customer profile

Company	Reflex Solutions
Location	Dunkeld West, Johannesburg, South Africa
Industry	IT Solutions
Number of Domains	1.000 incoming
Products in Use	Local Cloud, Incoming Filtering, White label
Website	www.reflex.co.za

Implementation

In order to decrease the amount of spam, Reflex Solutions decided to implement the SpamExperts' Incoming Filter on their existing hardware as Reflex already possessed the infrastructure to host it themselves.

Benefits

According to Reflex Solutions, the implemented SpamExperts' solutions decreased the amount of spam. Moreover, SpamExperts' unique, self-learning mechanisms quickly understood the emailing behavior of their clients and led to time-savings, as no fine-tuning was required. Furthermore, SpamExperts had lower costs, but offered higher quality than Reflex' previous hardware device, which filtered spam. In addition, Reflex Solutions dedicated less time on maintenance and value-added services were significantly enhanced to their end-customers as they now have access to enterprise-class email security.

Additionally, Reflex Solutions was more than happy about the SpamExpert's Team Support. "The support from SpamExperts has been excellent. This included response times, knowledge of the products and friendliness." SpamExperts offers 24/7 monitoring, support, and ,SLA options which are available on request in case of specific guaranteed response times.

Target Reached

"Since using the Local Cloud from SpamExperts, we have virtually eliminated all spam, which tried to infiltrate our client's mailboxes. They provide fast, friendly and knowledgeable support. SpamExperts is always improving its products and adds new features, which contribute to the fight against spam. We are very satisfied with SpamExperts and I am sure we will have a long standing business relationship for many years to come", says John Roux of Reflex Solutions.

Next steps

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

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