SPAM EXPERTS®
SIMPLY SPAM FREE

CASE STUDY
SOFTEC INTERNET

Capitalize on Email Security: Cloud Computing » SaaS Managed Email Security » API » Cluster- able » Synchronized » Frontend

Currently, 96% of the world's email traffic is spam, and end-customers expect their webhosts to deliver enterprise-class email security solutions. Not handling your spam problems will result in customer dissatisfaction. Softec Internet was facing exactly this situation. Their current email security provider was not living up to their expectations and clients were running away...

Quick Read

Softec International is a software development and services company with global clients and over 25 years of IT experience. The firm is based in Europe and provides a range of products, solutions, and SaaS cloud services.

Challenges

Softec Internet was in serious need of a centralized solution against spam, as their current set up could not deal with their clients' volume of spam in an effective way. The solution consisted of several appliances of a competitor paired with an in-house solution. When Softec realized that they started to lose clients because of their email security not being dealt with in good way, they came up with an action plan to solve the problem as fast as possible to stop clients churn it was decided to evaluate a number of email security vendors based on various important product requirements. The solutions needed to be convenient, easy to use for end users, seamlessly integrate into their Parallels hosting infrastructure, and most importantly, effectively fight spam. SpamExperts offered the helping hand.

Customer profile

Company	Softec Internet
Location	Santander, Spain
Industry	Hosting Provider
Number of Domains	2,500
Products in Use	Incoming and Outgoing Filtering, White-Labeling
Website	www.softec-internet.com

Implementation

Before the implementation, Softec Internet tested the SpamExperts solution against the competitor appliances and the inhouse solution. Softec also shopped around for some other email security vendors, but usually was either dissatisfied with the filtering quality, or, in many cases, with the business model. SpamExperts was found to have the most webhost-friendly business model and product features. Domain-based prices paired with free plugins made the Hosted Cloud of SpamExperts the compelling choice for Softec Internet. "...Moreover they offer an APS addon, which makes it really easy to integrate the spamfilter into our service and SpamExperts is the only professional Email Security provider that offers full integration with the Parallels products", confirms Monica de Lucio, APS and Si Manager at Softec.

Benefits

SpamExperts' centralized solutions resulted in significant time-savings and did not require any infrastructure investment, which enabled Softec to quickly deploy the solution, stop the ongoing customer churn, and even reduce their cost compared to the existing solution in place. The readily available Parallels addon allowed them to easily provision domains on the system and gives the end users a one-click login option to manage the anti-spam settings.

Target Reached

"By offering the SpamExperts solutions as part of our Parallels Automation Cloud Services portfolio we get the chance to increase revenue immediately with very little effort", says Mónica de lucio. " We are very happy with the services provided by SpamExperts, especially the support team and their very good response time. We initially purchased a license of 1000 domains incoming/outgoing filtering, but we are considering upgrading it to a larger one due to extremely high customer demand".

Next steps

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

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