SPAM EXPERTS®
SIMPLY SPAM FREE

CASE STUDY
dnHost

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

Spam is a fact of life nowadays and no matter which country you live in, if you are using the internet and you have just one email address, you will have to deal with spam. Unfortunately, the spam phenomenon continues to grow, as statistics and security reports prove periodically. Webhosting companies and organizations in general need to become more systematic about protecting their network infrastructure, and be more agile in responding to new spam threats, as attackers will follow the increasing computing shifts to virtualized cloud services. Not only that the attackers are trying to constantly adapt and find new ways to make illegal money, but also the nature of the threats is changing rapidly. And among thousands of emails received daily, some from known contacts, others from unknown senders, how many of us have time to verify if that email that entered into our inbox is actually legit and safe to open? Needless to say that, beyond the wasted time spent on them, these emails can cause serious problems.

Running a spam filter is essential to safeguard a webhosting company's network from spam threats and sending out malicious mail. Anti-spam and virus filtering from SpamExperts is a "must have" for spam protection, while Outgoing Email Filtering is crucial to maintain a good company's brand reputation. SpamExperts has developed in-house email security solutions, 100% tailor made for webhosts, in the cloud or on premises, managed, redundant, scalable and affordable. Not to mention that the web interface is extremely user-friendly!

Quick Read

In business since 2000, dnHost offers high quality Web hosting and domain name registration services in Greece. They provide managed hosting services (shared hosting, VPS hosting, dedicated server hosting) and more than 20 domain name types to choose from. For 13 years, dnHost is dedicated to providing constant and superior services and support to its customers.

Challenges

dnHost has tried several antispam solutions before resorting to SpamExperts. As none of the solutions proved to be complete, dnHost ended up using a combination of an in-house solution, along with a commercial spam filter and SpamAssassin. With multiple dispersed systems, dnHost was unable to effectively manage incoming and outgoing spam, lacking control and a big-picture overview of the entire filtering process and of everybody involved in the process. Spam continued to be a daily nuisance for clients. At the same time, outgoing spam, generated by malware exploiting vulnerabilities or weak passwords in customers' web/email applications was a real challenge to deal with and often led to mail server being overloaded & blacklisted and customer accounts suspended.

dnhost™
HOSTING.DOMAINS.ECOMMERCE

Customer profile

Company	dnHost
Location	Athens
Industry	Webhosting
Number of Domains	15.000
Products in Use	Local Cloud, Incoming and Outgoing Filter
Website	http://dnhost.gr

Implementation

Revisiting their search for a spam filtering tool, dnHost sought to find a system that addressed their most crucial needs, including shortcomings with filtering accuracy and blacklisting. After an initial webinar, the dnHost team selected the SpamExperts Local Cloud solution, which allows to run the SpamExperts software on local infrastructure, offering a fully scalable and private filtering cluster. dnHost's critical requirements were to have full control of the product and fully utilize their cloud infrastructure. The software has been installed and is managed by SpamExperts, while dnHost receives 24/7 real-time updates and support. dnHost clients have access to the Spam Filter through their web hosting control panel, where they administer their domains. Additionally, dnHost has fully translated the Spam Filter control panel into Greek, making it even easier to use for its Greek speaking clients.

Benefits

One of the most challenging tasks for any webhosting company is to protect the customers' inboxes from spam and their IPs from being hacked and black-listed. After an initial demo, dnHost quickly became fan of SpamExperts and team members were quickly up and running on the software as it was intuitive enough for all, to begin using immediately. Deployment went very easy; SpamExperts manages, updates and monitors the filtering, whilst dnHost has access through a friendly four-tier web interface with advanced functionality such as permission management, statistics, queuing and reports. Due to the central control server, time spent on manual configurations has been reduced to the minimum. "The solution has dramatically reduced spam and server loads and customers love it for its effectiveness and simplicity to use! As in almost any large scale integration, issues arise. In the whole process of our integration, the SpamExperts team was rapidly responding and the developer's bug, fix timing was in some cases astonishing! No matter what the problem was, we had a response within 30 minutes or less and a very efficient support team to work with", testifies Yannis Farazoumis, dnHost CEO.

Target Reached

"This product actually works. We could say it's money well spent. Our support incidents for spam have been reduced, our server loads and traffic has been reduced, customers are happy that we have control over their emailing system and not just a dummy SpamAssassin setup. Since there is no outbound spam, we no longer fear being blacklisted and we can get to the source of the problem faster. Overall SpamExperts' Local Cloud is an ideal product for large and quality web hosting providers.", concludes Yannis Farazoumis.

Next steps

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

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