



**SPAM EXPERTS®**  
SIMPLY SPAM FREE

# **CASE STUDY**

# **CYBERSMART**

# EMAIL SECURITY IN THE CLOUD OR ON-PREMISES

## INCOMING » OUTGOING » ARCHIVING

Local Cloud » SaaS Managed Email Security on your own premises  
» Incoming & Outgoing Filters » 5-tier Control » API » Clusterable »  
Synchronized » Scalable

While the IT industry is focusing on finding ways to beat spam, spammers and botnets are becoming more creative in improving their algorithms and malware command-and-control mechanisms. SpamExperts provides robust email security solutions covering all major email threats. It includes enterprise class spam and virus filtering, outgoing filtering for network reputation protection and email archiving. As new email security requirements emerge, SpamExperts systems are automatically updated with new capabilities to ensure against new spam and virus outbreaks.

### Quick Read

Cybersmart is an Internet Service Provider based in South Africa. They provide cloud and colocation hosting solutions, as well as DSL and high-speed fiber internet all over South Africa.

For more information, please visit their [website](#).

**CYBERSMART**  
INTERNET SERVICE PROVIDER

### Challenges

Prior to implementing professional email security solutions from SpamExperts to fight spam and virus attacks, Cybersmart built their own spam cluster using open source products. In spite of their efforts, there were still large amounts of spam messages being sent from hacked and compromised customer accounts. Resources were wasted and not used optimally and keeping customers updated on how the process was going. Overall, their attempt was a waste of time and resources which could be better used elsewhere to improve their service quality.

“Our organization has spent countless support, development and R&D hours to provide cost-effective spam solutions. Our actions have been successful, but none have been effective, as we had to continuously develop and produce better solutions which resulted in consuming more time and money,” explained Zaid Bester, Technical Director of Cybersmart.

### Customer profile

Company	Cybersmart
Location	Cape Town, South Africa
Industry	Telecommunications
Number of filtered domains	250 domains Incoming 10,000 domains Outgoing
Products in Use	Local Cloud, Incoming & Outgoing Filters
Website	<a href="http://www.cybersmart.co.za/">http://www.cybersmart.co.za/</a>

## Implementation

After the in-house developed solution failed to work, Cybersmart team started doing research for a more professional and robust anti-spam solution. The company has been a SpamExperts client since 2015 when they successfully implemented Incoming and Outgoing filtering in the Local Cloud. Shortly after the filter was installed, a significant decrease in the amount of spam was noticed within hours from implementation. As fewer resources are spent on managing the process, the team can now focus on delivering quality services to their clients and not worry about IP blacklisting affecting their reputation in the industry.

## Benefits

SpamExperts offers a comprehensive filtering solution, catching spam, malware, phishing and virus attacks before they even reach the customers' servers, ensuring clean inboxes and preventing hours spent on manual filtering. The implementation of SpamExperts solutions resulted in more value-added services for Cybersmart clients, increased the productivity of the team and if their customers. Due to the central control server, time spent on manual configurations has been reduced to minimum. The solution has naturally lowered support inquiries about spam. Furthermore, SpamExperts Outgoing Filter is a robust email filtering solution which ensures complete outbound protection, especially useful to prevent clients inadvertently sending out virus or spam.

As explained by the company's Technical Director, "since the deployment of SpamExperts, there has been no more spam and there is far less time lost through manual adjustments of the filter. The best part is that this solution not only has a lower cost, but at the same time is has much higher quality than a competitor's product, easier maintenance, and it as a great value-added service to our end-customers."

## Target Reached

"Cybersmart is one of the leading ISPs in South Africa and proud to be using SpamExperts as our incoming and outgoing filtering solution. We have tried many products and vendors before, both open source and commercial, but have never been this satisfied with a filtering solution, support and customer service as we are with SpamExperts. We are now spending less time on support and more time on what we do best!" concluded Bester.

## Next steps

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Contact us to discuss your email security needs!  
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