



SPAM EXPERTS®
SIMPLY SPAM FREE

CASE STUDY

IPS B.V.

EMAIL SECURITY IN THE CLOUD OR ON-PREMISES

INCOMING » OUTGOING » ARCHIVING

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 anybody using the internet has to deal with it. According to 2014 predictions, the spam phenomenon will continue to grow. Upcoming events of worldwide interest such as 2014 Sochi Winter Olympics (in February) and the FIFA World Cup in Brazil (June-July) will be massive opportunities for cyber criminals to exploit email users' curiosity and try to infect their systems and ultimately make money out of it. Webhosting companies and internet players in general have to be alert about protecting their network infrastructure and responding to new spam threats. In this context, anti-spam and virus Incoming Filtering from SpamExperts is a must-have for spam protection, while Outgoing Email Filtering is crucial to maintain a good company's brand reputation.

Quick Read

IPS is offering managed regional server colocation, IP telephony, cloud services, email, website storage and domain names for businesses.



Challenges

IPS was founded in the Netherlands in 2000 and the company has experienced significant growth in the last four years. Previously, the technical team was using an in-house developed solution to filter its email domains, but management felt that the feature set was limited and spam was taking a lot of resources from the virtualized platform. At the same time, more clients started to be interested in email filtering, as this was only an optional service in the beginning. Additionally, outgoing mail started to become a huge challenge: vulnerable Joomla and Wordpress sites were causing trouble which led to blacklisting and suspended customer accounts.

Customer profile

Company	IPS B.V.
Location	The Netherlands
Industry	ISP
Number of Domains	5.000
Products in Use	Local Cloud, Incoming and Outgoing Filter
Website	www.ips.nl

Implementation

IPS technical team realized that they needed a spam filtering solution that would still run on local infrastructure, however offering a fully scalable and private filtering cluster and reducing resources of the virtualized platform. IPS looked into a number of SaaS solutions and quickly selected SpamExperts Local Cloud. The software was installed and is managed by SpamExperts, while IPS receives 24/7 real-time updates and monitoring.

Benefits

Initially starting with the Inbound Filtering Service in 2010, IPS was able to deploy it to all its clients, reducing support costs, increasing resource usage optimization and ultimately increasing client satisfaction. Recently, IPS decided to implement the Outbound Filtering as well and prevent its clients IPs from being blacklisted. The resources taken by spam have significantly decreased, while the effectiveness of the internal support desk went up as clients hardly raise any spam related support tickets.

Target Reached

“One of the most challenging tasks for IPS was to protect the customers’ inboxes from spam and their IPs from being hacked and blacklisted. Since using SpamExperts solution, spam and server loads have dramatically decreased and our support incidents for spam have almost disappeared! Our customer base has grown, and we’ve been able to absorb the increase without too much overhead. Relying on SpamExperts support and ongoing monitoring of the spam filtering, we can handle all our clients and this has allowed us to grow exponentially.” says R.J. Bohnen, Sales Manager at IPS.

Next steps

Contact us to discuss your email security needs!
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