SPAM EXPERTS®
SIMPLY SPAM FREE

CASE STUDY
OPENMINDS

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

In recent years, the surge of spam and related threats has led to a growing demand for enterprise-class email security, as email has become critical for any business. However, spammers are nowadays able to hack computers and servers to use them for sending out spam. This leads to legitimate machines being blacklisted, which, in turn, leads to the inability of sending out genuine email. It is therefore vital to install an outbound spam filter to save your networks' reputation and invest in professional email security services overall!

Quick Read

Openminds has been for 14 years in the managed webhosting business and have a strong focus on customer support. They work for web-agencies, medium-to-large companies and government-agencies: from e-commerce sites over large music festivals, to critical infrastructure for cities and governments.

To be online and to stay online is a specialized field. Their core business is to provide solid webhosting solutions based on a personal relationship, while offering the necessary guarantees. Openminds has a no nonsense approach to managed hosting.

For more information, please visit http://www.openminds.be/en.

Challenges

Before implementing the professional email security solutions from SpamExperts, the team at Openminds used an existing, open-source anti-spam solution which they extended with various in-house developed plugins, and several free and commercial DNS-based blacklists.
As they were just getting started with SpamExperts, the "Drupalgeddon" broke which meant adjusting their roll-out plans and an immediate implementation of SpamExperts Incoming and Outgoing Filters to especially protect outgoing mail, for shared hosting servers, in particular.

Customer profile

Company	Openminds
Location	Gent, Belgium
Industry	Managed Webhosting
Number of filtered domains	5,000 domains Incoming 5,000 domains Outgoing
Products in Use	Local Cloud, Incoming and Outgoing Filter
Website	http://www.openminds.be/en

Implementation

Openminds implemented SpamExperts filters in the Local Cloud in September 2014 and has been using them ever since. The Local Cloud deployment was the best choice as they had the proper infrastructure available and wanted to keep a close eye on the infected servers. As a webhosting company, providing a proven spam solution with exceptionally low latency was mandatory. The Local Cloud solution offers them the flexibility to use their own hardware, creating a private filtering wall in front of their infrastructure.

"As email is critical infrastructure for many of our customers, we wanted to be able to see every detail of it," explained Frank Louwers, CEO Openminds.

Target Reached

"We are very satisfied with SpamExperts products. They remove workloads on the Abuse Desk and we don't have to keep tuning and tweaking our custom anti-spam solution. What's even better about SpamExperts is their support desk. Like our own helpdesk, the SpamExperts Helpdesk understands that the customer needs a quick and good reply," said Frank Louwers, CEO Openminds.

Benefits

The immediate implementation of SpamExperts Incoming and Outgoing Filters stopped the work-load on the Abuse Desk for the infected sever and the team started rolling out SpamExperts outbound email scanning for more servers. This decision had a beneficial impact on daily tasks and helped the Abuse Desk team save valuable resources.
The extensive reporting functions in SpamExperts, allowed the team to collect all the necessary data and the Abuse Desk could work with affected customers to upgrade their website, instead of dealing with external abuse complaints, and de-listing servers from automated blacklists. The company is currently in phase two of their rollout, which focuses on protecting inbound email. On top of this, their in-house developers are integrating the SpamExperts API with their own control-panel and dashboards.

Next steps

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

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