



SPAM EXPERTS®
SIMPLY SPAM FREE

CASE STUDY

PLANEETTA INTERNET OY

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

A recent [study](#) suggests that users pay more attention to Internet safety than previously assumed. Despite the users' extra brain-power called on to identify potential malware-infected emails, it seems we're still pretty bad at spotting fake sites, averaging just a 60% accuracy rate. That is why it is crucial that webhosting providers are offering incoming and outgoing spam and virus protection to their clients. Not being able to send outbound email, dealing with related user support, and spending effort on getting de-listed are all very time-consuming and costly undertakings that webhosts shouldn't be dealing with in-house. This is where SpamExperts comes into the picture.

Quick Read

Finland based Planeetta Internet Oy is one of the leading hosting providers in Northern Europe offering websites, web hosting, servers, e-mail services, e-commerce and domain names. Planeetta Internet Oy was established in 2002. Currently, Planeetta Internet Oy has over 7000 business customers and focuses on scalable virtual solutions.



Challenges

After several years of managing its email using a combination of firewall services and SpamAssassin, Planeetta was looking for a more streamlined and efficient way to deal with incoming email filtering and stop any spam outbreak emails going out from its network. Planeetta needed a more robust email security solution that could improve spam filtering accuracy and especially prevent any outgoing spam issues. The number of blacklisted IPs was on a constant growth. One compromised account could get whole server to be blacklisted and affect other customers, blocking email delivery.

Customer profile

Company	Planeetta Internet Oy
Location	Helsinki, Finland
Industry	Web Hosting
Products in Use	Local Cloud, Incoming and Outgoing Filter
Website	www.planeetta.net

Implementation

Following an initial trial of SpamExperts, the management team at Planeetta saw first-hand how professional email filtering products empower its system administrators and support desk to immediately improve processes and increase productivity. The SpamExperts Local Cloud scored as well on excellent filtering efficiency and solution management.

The Local Cloud solution was installed on Planeetta's private cloud, in front of the hosting infrastructure, creating a security wall for both incoming and outgoing emails. The software is managed by SpamExperts, whereas the client receives weekly updates and real-time support.

Benefits

Planeetta needed an email security strategy in order to safeguard its clients from malware attacks and most importantly protect their network and IP reputation from being blacklisted on major RBLs.

Overall, with SpamExperts' professional filtering and resource management capabilities, Planeetta has saved money both in human costs cut and through better resource utilization for its clients. The number of support tickets for email issues has reduced tremendously. Nowadays it is really rare that some IP gets blacklisted; with SpamExperts Outgoing Filter service, the spamming accounts are identified really quick. The clear and concise ARF reports indicate which users/ accounts require attention and offer the option to automatically lock out abusing accounts.

Target Reached

"Selecting SpamExperts Outgoing Filtering deployed in our private cloud was a natural choice because we are doing everything in our cloud by ourselves. Since implementing SpamExperts, we've seen a significant drop in our blacklisting issues, which has generated a boost in our productivity, as we do not have the hassle of finding and fixing the abusing accounts. More importantly, it's helped streamline our processes and made our lives easier – we don't have to deal with delisting, which is priceless.", concluded Jarkko Laivuori, CTO of Planeetta.

Next steps

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

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