How N-able SpamExperts Transformed Email Security for HostArmada

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About HostArmada

HostArmada, a web hosting company established in November 2019, delivers reliable and high-performance hosting solutions to individuals and small to mid-sized businesses. With over 6,000 domains hosted on N-able' SpamExperts, HostArmada is committed to quality security and customer satisfaction.

Bogdan Toshev, General Manager of HostArmada, emphasizes, "This significant number showcases the trust our clients place in our services and our dedication to safeguarding their email communications, and this is why we chose SpamExperts."

The challenge and the solution

With this large number of domains, HostArmada knew they needed a reliable email security solution provider to partner with. After assessing six different email security solution providers, N-able SpamExperts stood out due to its comprehensive approach to email security and its proven track record.
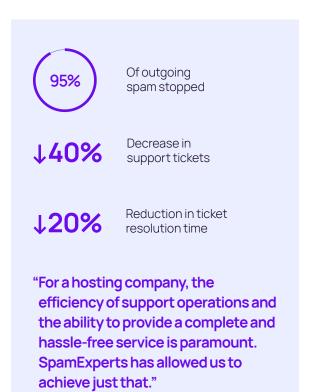
Bogdan explains, "Our team is made up of people who have a lot of experience in the hosting industry, so we are familiar with different types of email security solutions. The reputation and track record of SpamExperts was definitely a determining factor in the selection process."

Reputation, user-friendliness, and ease of integration were also key factors that influenced their choice. For a company serving thousands of customers, a user-friendly interface and ease of integration are vital. HostArmada recognized that SpamExperts not only offered robust security but also efficient management.

The Results

SpamExperts significantly transformed HostArmada's email security landscape, providing a proactive approach to detect and block spam, phishing attempts, and malware. These four areas show just how much of an impact SpamExperts made:

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95% Of outgoing spam stopped

↓**40%** Decrease in support tickets

↓**20%** Reduction in ticket resolution time

"For a hosting company, the efficiency of support operations and the ability to provide a complete and hassle-free service is paramount. SpamExperts has allowed us to achieve just that."

- Bogdan Toshev
General Manager of HostArmada

Time Saved: SpamExperts has helped Host Armada reduce the time spent on spam-related issues by an average of 30%. According to Bogdan, "This time-saving has allowed our support team to focus on more value-added tasks."

Blocked Outgoing Spam: SpamExperts stopped over 95% of outgoing spam and significantly reduced the burden on the support team. "As an engineer, it can be very intimidating when you switch on your computer to see a huge list of spam-related tickets, but now we have almost none," he says.

Decrease in Support Tickets: SpamExperts simplified email security management decreased HostArmada's email support tickets by 40% and resulted in fewer issues that required customer support.

Reduced Ticket Resolution Time: Ticket resolution time, regardless of the issue, was reduced by 20%. This helped HostArmada focus on and efficiently handle tasks that mattered.

Bogdan clarifies, "For a hosting company, the efficiency of support operations and the ability to provide a complete and hassle-free service is paramount. SpamExperts has allowed us to achieve just that."

Partnership

N-able and HostArmada's partnership didn't just end with SpamExperts implementation. N-able works with and ensures HostArmada gains every benefit SpamExperts has to offer.

Bogdan highlights, "We are mostly communicating with SpamExperts support. They are quick and efficient, so definitely no complaints whatsoever. Everything has been excellent."

Now, not only does HostArmada have a robust email security solution, but also access to responsive support, enhancing their ability to serve their clients even better.

Conclusion

With the growing number of domains, HostArmada needed a solution fast. With SpamExperts, they were able to completely transform their email security landscape, save time, reduce support tickets, and improve efficiency, all of which contribute to higher customer satisfaction.

As Bogdan puts it, "We have customers who have experienced issues around email security with their previous hosting providers. So, when they hear that we have thought about this in advance and have integrated email security into our solutions, they are very happy."

HostArmada's commitment to delivering exceptional services and their partnership with N-able SpamExperts show the importance of choosing the right email security solution.

About SpamExperts

N-able SpamExperts helps web-hosting companies and ISPs/telcos strengthen email protection. Services include affordable inbound and outbound email filtering and archiving solutions—driven by a continuously updated Intelligent Protection & Filtering Engine to meet emerging threats.

Learn more by visiting www.spamexperts.com

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N-able fuels IT services providers with powerful software solutions to monitor, manage, and secure their customers' systems, data, and networks. Built on a scalable platform, we offer secure infrastructure and tools to simplify complex ecosystems, as well as resources to navigate evolving IT needs. We help partners excel at every stage of growth, protect their customers, and expand their offerings with an ever-increasing, flexible portfolio of integrations from leading technology providers. n-able.com