SPAM EXPERTS®
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CASE STUDY
WEBBY ENTERPRISES LLC

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

Even though nobody really believes anymore that the Nigerian widow wants to donate you her inherited $1 billion,spam is constantly evolving and spammers are adapting to new techniques. According to Cisco's Annual Security Report 2013, now, in modern email, links are king. Spammers design their campaigns to convince users to visit websites where they can purchase products or services (often dubious) and once there, the problems begin. Users' personal information is collected and their email accounts are being compromised. Companies have learned the importance of an anti-spam filter, both incoming and outgoing.

And, even more important, webhosting providers should be aware that spammers always use valid email addresses, so the emails are being sent from a trusted source. Blacklisting of a client's domain can be avoided only if the webhost has a professional outbound anti-spam filter in place.

Quick Read

Webby Enterprises LLC is a small locally owned IT consulting/Web hosting firm based in Athens, IL with Data Center operations in Saint Louis, MO.

Challenges

During the course of 2013, Webby Enterprises' customer support team was used to get spam complaints / blacklistings on a weekly basis. At the time, there was no universal system in place for managing the email accounts against spam and the team dealt with spam related issues reactively rather than proactively. Webby Enterprises' Josh Meyers consulted various forums and, based on suggestions from users, began researching, demoing and evaluating several different solutions. As a professional hosting company, Webby Enterprises already had its own hardware in-house and was hoping to find an email filtering tool that would allow them to still control the hardware but not waste any time on managing the software.

Customer profile

Company	Webby Enterprises LLC
Location	USA
Industry	Shared/VPS Hosting, Dedicated Servers, Colocation
Number of Domains	5.000
Products in Use	Local Cloud - Outgoing Filter
Website	www.webbytech.net

Implementation

SpamExperts Local Cloud was found to be a perfect fit for Webby Enterprises LLC. The easy and seamless installation of SpamExperts Local Cloud was the exact solution they sought, allowing to still host the hardware but get a fully managed software, working out-of-the-box. The benefits of SpamExperts were immediately clear to Webby Enterprises' team who decided to get a license of 5.000 domains for outbound filtering. The software was installed by SpamExperts support and is fully managed, whereas the client receives 24/7 real-time updates and monitoring.

Target Reached

Josh Meyers, Managing Member of Webby Enterprises LLC, credits the ability to quickly be up and running on SpamExperts to the promptness and professionalism of the support team: "Whenever you need the Support Team at SpamExperts, they are there. They were very responsive during install and still are today!" Meyers adds: "Webby Enterprises LLC utilizes SpamExperts to deal with spam issues proactively rather than reactively now. With SpamExperts we know if an account is hacked and can take action before it gets us blacklisted. We have received only 2 spam complaints in the past 90 days which is an awesome result."

Benefits

The fact that the Local Cloud is fully clusterable allowing one central management control server, and adding more filtering servers as the number of filtered domains increases has brought a lot of flexibility and easy administration for Webby Enterprises' team, who is now better able to monitor and control spam outbreaks in real time. Due to the ARF reports and automatic user-locking, they know if an account is hacked and can take action before it gets the domain blacklisted. Since the implementation of SpamExperts system, network utilization has been reduced by 3% and CPU utilization was lowered. SpamExperts has significantly helped improving the network IP reputation, reduce major support cost and the time needed to filter and asses IP blacklisting and find the internal spammers.

Next steps

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