



SPAM EXPERTS®
SIMPLY SPAM FREE

CASE STUDY

Dualtec Informaticá LTDA

EMAIL SECURITY IN THE CLOUD OR ON-PREMISES INCOMING » OUTGOING » ARCHIVING

[Local Cloud](#) » [SaaS Managed E-mail Security on your own premises](#) » [Incoming Filter](#) » [4-tier Control](#) » [API](#) » [Clusterable](#) » [Synchronized](#) » [Scalable](#)

Internet players are starting to form coalitions that are fighting internet abuse and going into the direction of creating or modifying legislation in order to discourage spammers and protect email users. SpamExperts supports the trend and has joined the [i2Coalition](#) created to engage in ways to foster success of the Internet and Internet infrastructure industry. While the webhosting and internet industry in general are focusing to stop the phenomenon, spammers and botnets are becoming more creative in improving their algorithms and malware command-and-control mechanisms.

SpamExperts provides email security solutions spanning all major email threats. It includes best-of-breed spam and virus filtering, outgoing filtering for network reputation protection and email archiving - at domain based affordable prices. As new email security requirements emerge, SpamExperts systems are automatically updated with new capabilities to ensure against new spam and viruses outbreaks.

Quick Read

Dualtec, founded in 1988 in Sao Paulo, has been in the Internet business since 1996. Today Dualtec prides with 15,000 customers, including major vendors such as VMware, Microsoft, Parallels, Palo Alto Networks, Dell and others, making its partner ecosystem strong and broad. Being positioned as one of the first cloud services brokerages (CSBs) in Brazil, and one of the few companies that developed a cloud management platform (CMP) based on OpenStack, Dualtec is a growing Brazilian IT services provider focused on public and private cloud computing services (IaaS, SaaS and PaaS), as well as hosting for SMB companies. Recently Dualtec was nominated a “Cool Vendor” in Brazil along with four other companies.

Challenges

Being one of the major cloud services companies in Brazil, Dualtec deals with spam-related issues on a daily basis. The organization was using an in-house developed solution for spam filtering, whereas protection schemes started to become very expensive. At the time, there was no automated technology to keep up with new spam threats, therefore constant changes and maintenance became time consuming, corroborated with increased demands of customer support and education. Most importantly, mail servers were frequently busy with spam, thus delaying mission critical communications. Dualtec experienced a churn of customers frustrated with spam and email issues.



Customer profile

Company	Dualtec Informática LTDA
Location	São Paulo, Brazil
Industry	Cloud Computing
Number of Domains	10.000
Products in Use	Local Cloud (Incoming Filtering)
Website	www.dualtec.com.br

The chief business objective became finding a solution to solve all these problems. Dualtec hoped to find a tool that would free its team from any manual changes and updates, while providing a readily available solution to install and rapidly improve spam filtering. Dualtec consulted and evaluated various service providers, culminating in selecting SpamExperts Local Cloud Incoming Filtering.

Implementation

Dualtec chose SpamExperts for its ease of use, filtering accuracy, email continuity features and price. Additionally, Dualtec credits SpamExperts sales team which was extremely helpful and knowledgeable, as being one of the main contributors to the decision to implement this solution.

The Local Cloud installation was made by SpamExperts Support Team who throughout the process made every effort to understand Dualtec's needs and ensure meeting those needs.

The deployment was very efficient and fast, allowing Dualtec full control of the solution, whereas SpamExperts is managing it. The Local Cloud is fully clusterable, allowing central management control servers with a fully functional 4-tier GUI and standard integration and automation plug-ins for Parallels and all major hosting control panels.

Benefits

The benefits were immediately clear to the technical team of Dualtec, who are already thinking to implement other SpamExperts technologies such as outgoing filtering and email archiving.

The implementation allowed Dualtec to increase the security of their network by adding an extra protective layer of incoming filter to the email flow and infrastructure. Equally important, it has also saved them money by improving the resource usage and employees productivity, since they no longer have to deal with vast amounts of spam.

The new filtering technology has led to a reduction in the amount of resources needed by the servers, and consequently reduced the amount of spam and viruses reaching end customers.

Furthermore, it was very important for the management team to have the ability to focus more on their core businesses, since SpamExperts allows them to save time, which originally was dedicated to dealing with spam-related issues.

Target Reached

“The growing amount of spam and viruses distributed over email led our company to contract a professional anti-spam solution. SpamExperts Local Cloud was implemented in 2012 and has become a critical part of our operation now and we expect to continue to leverage its performance. By using this solution, we reduced the amount of spam and viruses in our end users' mailboxes. We recommend SpamExperts Incoming Filtering because the solution is simple, easy to use, easy to maintain and resources usage is very low. We noticed good results immediately after the deployment. Besides, the customer support is excellent. The implementation of SpamExperts Local Cloud proved to be time and cost-effective.” says Ricardo Fernandez, Chief Technology Officer of Dualtec.

Next steps

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

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