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## **CASE STUDY**

# **SHINJIRU TECHNOLOGY SDN BHD**

# EMAIL SECURITY IN THE CLOUD OR ON-PREMISES

## INCOMING » OUTGOING » ARCHIVING

Local Cloud » SaaS Managed Email Security in the cloud » Incoming Filter » Outgoing Filter » Email Archiving » API » Clusterable » Synchronized » Scalable

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One essential element of being a web hosting company is offering customers a highly effective email inbox. Opting to use a professional email filtering solution has two major benefits that directly affect your clients: They won't have to deal with malicious emails in their inboxes, and you can divert more technical and financial resources into maintaining and improving your service offerings instead of fighting a never-ending spam battle.

### Quick Read

Shinjiru has been a web hosting leader in Malaysia for over 19 years, servicing more than 40,000 clients globally. The company provides reliable, affordable and well-rounded hosting solutions ranging from Shared Hosting, VPS and Dedicated servers to the most advanced Cloud solutions, Web Builder and MailBlast. The company's vision is to always place the customers' needs first while remaining at the forefront of the web hosting industry.

The logo for Shinjiru, featuring the word "shinjiru" in a lowercase, sans-serif font. The "shin" part is in red, and the "jiru" part is in black.

### Challenges

Shinjiru had previously used built-in incoming and outgoing anti-spam filters that were set up and managed by the internal technical support team. One of the major challenges the company faced was related to IP blacklisting. Additionally, Shinjiru's customers were facing issues like email queue overload, overused storage and actual emails that had been sorted as spam due to imperfect filtering.

As a result, the technical support team had to allocate a lot of time and effort to the IP whitelisting and email queue cleanup processes. Moreover, the incoming and outgoing spam filters needed constant manual updates to overcome the constant spam issues.

### Customer profile

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<b>Company</b>	Shinjiru Technology Sdn Bhd
<b>Location</b>	Malaysia
<b>Industry</b>	Web and Cloud Hosting
<b>Products in Use</b>	Outgoing Filter, Email Archiving
<b>Website</b>	<a href="http://www.shinjiru.com.my">www.shinjiru.com.my</a>

The company developed a security strategy to protect its customers, and it needed a trustworthy company to implement this strategy.

“We needed a solution that would require minimum attention from our technical staff. This way we could focus on fixing customers’ issues and increase our levels of service. Increasing customer satisfaction is our highest priority so that we can focus on improving our services. Additionally, due to frequent IP blacklisting as a result of the spam issues, we required a solution that would help us increase our customers’ domain reputations,” said Wallace Wong, Business Strategy & Sales Manager at Shinjiru.

## Implementation

SpamExperts incoming and outgoing filtering solutions were initially deployed on a hosted cloud. After a few months, the implementation was switched to a local cloud to better address the company’s needs.

“We are using the SpamExperts solutions for the outgoing spam filter on our shared hosting servers to protect our customers from IP blacklisting and mail queue overloads. We are using the incoming spam filters to select customers that really require that service,” continued Wong.

## Benefits

With the incoming and outgoing filtering solutions installed, Shinjiru immediately saw improvements in the amount of spam their customers received as well as a faster delivery process for outgoing emails. The technical team no longer had to update the filters manually and was now able to focus on its core customer-focused activities.

“Even though we have only used SpamExperts for less than a year, we have noticed major improvements in our IP blacklisting issue. We have considerably reduced resources previously allocated for battling spam, and we are now focusing on implementing other strategies that ensure complete customer satisfaction. We are offering complete hosting solutions, with email as one of the critical services we provide to our customers. Therefore, we find SpamExperts to be extremely useful in ensuring the smooth operation of our customers’ emails,” added Wong.

## Target Reached

“SpamExperts has proven itself to be a reliable, high-quality solution for our spam issues. We are even using the solution for our internal email server because we trust this company and their products. We are able to protect our customers from spam while also automating our operations and achieving the highest level of customer satisfaction,” concluded Wong.

## Next steps

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