



SPAM EXPERTS®
SIMPLY SPAM FREE

CASE STUDY

SERVER COMPLETE, LLC

EMAIL SECURITY IN THE CLOUD OR ON-PREMISES

INCOMING » OUTGOING » ARCHIVING

Local Cloud » SaaS Managed Email Security » Incoming Filter »
Outgoing Filter » API » Clusterable » Synchronized » Scalable

Spam filtering has undoubtedly become of utmost importance for webhosting providers. While Incoming Filtering is almost a commodity, Outgoing Email Filtering is equally important maintaining a company's positive online reputation. Not being able to send email, dealing with related user support, and spending effort on getting de-listed from a spam list are all very time-consuming and costly undertakings that webhosts shouldn't be dealing with in-house—or at all.

Quick Read

Founded in 2008, Server Complete, LLC provides high quality, yet affordable webhosting solutions. The company's core values focus on communications and personalization for customer satisfaction. Server Complete developed its own custom control panel named Server Command that centralizes customer billing, ordering, support inquires, and service controls across all products the company offers.

For more information, please visit the official website at www.servercomplete.com.

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Challenges

Prior to deploying the SpamExperts email security solution, Server Complete, LLC didn't use any outgoing filtering solution, and for incoming filtering, it used a competitor solution.

The company's main challenge was related to the number of outbound spam messages being sent out from its network. The technical teams had to allocate a lot of time and effort to process abuse complaints and avoid IP blacklisting.

"The added overhead of abuse processing and enforcement caused by outgoing spam messages from customers on the network, as well as upkeep

Customer profile

Company	Server Complete, LLC
Location	United States of America
Industry	Web and Cloud Hosting
Products in Use	Outgoing Filter
Website	www.servercomplete.com

of IP reputation and blacklistings occupied quite a bit of time. One customer's wrongdoings were able to affect a broad range of customers, and this was unacceptable. The implementation of an outbound spam filtering system was needed to alleviate ongoing maintenance and support of abuse operations", said Daniel Stephens, President at Server Complete, LLC.

Implementation

Server Complete, LLC initially deployed the outgoing email filtering solution and subsequently extended the license to our incoming email filtering solution as well.

"We started with only outbound filtering services and were impressed with the level of support and how well the service worked, so we extended to also utilize inbound filtering services for some domains. The sales and support process before, during, and after implementation has been great. Our account rep is very responsive and easy to work with. Overall communication with all groups has been great, and all staff are extremely courteous", added Stephens.

SpamExperts' incoming and outgoing filtering solutions were deployed on a hosted cloud, and all outgoing messages are sent through that cloud. Incoming messages are processed through the hosted cloud where needed.

"The hosted cloud filtering for inbound and outbound messages made sense for our needs, as we will no longer be responsible for maintaining the IP reputation. The hosted cloud infrastructure is also

Benefits

Since the implementation of SpamExperts' incoming and outgoing filtering solutions, Server Complete, LLC was able to save both costs and resources.

The company immediately saw a significant improvement in the amount of spam sent from its network. Moreover, the technical teams can now easily identify suspicious accounts and neutralize them without affecting all other customers.

"Outbound spam was our number one issue, and SpamExperts has eliminated this overhead from our operations entirely, as outbound messages are being properly filtered before delivery using the SpamExperts hosted cloud", mentioned Stephens.

"The SpamExperts team has provided great technical advice when we started implementing their software," notes Eric Mink, CTO Yourholding.

Target Reached

"SpamExperts' filtering solutions were a perfect fit for our business. The implementation process was painless, and the customer service during all phases was wonderful. SpamExperts was able to completely solve our inbound and outbound spam filtering needs", concluded Stephens.

Next steps

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

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