



SPAM EXPERTS®
SIMPLY SPAM FREE

CASE STUDY

EMERGE SYSTEMS

EMAIL SECURITY IN THE CLOUD OR ON-PREMISES

INCOMING » OUTGOING » ARCHIVING

Hosted Cloud » SaaS Managed Email Security » Incoming & Outgoing Filtering » 5-tier Control » API » Clusterable » Synchronized » Scalable

Spam filtering has undoubtedly become extremely important for web hosting providers and not only. While Incoming Filtering is almost a common necessity, Outgoing Email Filtering is equally valuable to maintain a company's good reputation. Not being able to send outbound email, dealing with related user support, and spending effort on getting de-listed are too time-consuming and expensive to be dealt with in-house.

Quick Read

Emerge Systems was founded in 1999 and it is a leading Cloud Solutions provider in South East Asia. The company is currently providing solutions for 38,000 SMEs, large corporations and government agencies around the world. EmERGE Systems has offices in Penang, Bangkok and Manila, with plans of soon expanding into both Indonesia and Singapore. The web host aims to be among the top three preferred vendors for web and mobile solutions for enterprises in Asia.

For more information, please visit their [website](#).



Challenges

Although EmERGE Systems had become overwhelmed with the amount of daily inbound spam, most problems were experienced with outbound spam and blocked IPs. Before coming across SpamExperts, the team implemented an in-house solution, but they realized soon enough that they needed a more professional system to help with their problems. After researching the matter online and on various forums, they discovered SpamExperts.

Customer profile

Company	EmERGE Systems
Location	Malaysia
Industry	Web hosting
Number of filtered domains	250 domains Incoming 10,000 domains Outgoing
Products in Use	Hosted Cloud, Incoming & Outgoing Filtering
Website	http://www.emerge.com.my/

“In the past, our greatest challenge was that outgoing emails were constantly blacklisted and the messages never made it to their recipient. Although we had developed and used an in-house solution, it took up too many of our resources and wasn’t as effective as desired. We decided to make the switch to SpamExperts for both its Incoming and Outgoing services and we are extremely satisfied with the product,” explained Leonard Huang Marketing Executive at Emerge Systems.

Implementation

Emerge Systems currently has a license for the Incoming and Outgoing filter packages. As Huang further clarified, “sending and receiving emails proved challenging, as emails were not received or sent out to clients. The solution we have implemented has proved vital to solving that issue.” The company initially started with only 100 domains, but, as they began to learn and adapt to the new system, they upgraded their license and currently cover 10,000 domains. By upgrading the number of domains for outgoing filtering, they better protect their customers from sending out spam, which would negatively affect their IP reputation and cause further issues with other providers rejecting their emails.

Benefits

After using the filters during the first week, the team discovered that 9 out of 10 outbound made it to destination. The one email which was not delivered was rejected due to an invalid email address. Furthermore, the amount of inbound spam has declined dramatically after only one week of usage. Besides drastically lowering the amount of inbound spam received, the Incoming Filter has saved the company both time and money. As fewer resources are lost, the team can focus on bringing more value-added services to their end-customers. Moreover,

the Outgoing Filter reduced the blacklisting of internal servers; instead of dealing with de-listings, the compromised accounts are now automatically locked and can be easily cleaned up. When it comes to tech support, Huang added that “even though we are located in a different time zone, we still receive on-time responses from the Support team. We are extremely happy with our purchase and results.”

Target Reached

“SpamExperts has provided us a hassle-free service with excellent support. We were very impressed with the accurate detection of incoming spam, but also pleased that it has effectively solved our outbound email issue. Furthermore, we have also found the filters to be informative, as they provide us information on recently blocked spam emails and update the filters for future emails. We are also satisfied with the security it provides, as incoming mail isn’t always blocked but put into quarantine for our approval. Overall, we have had nothing but good experiences with it thus far,” concluded Huang.

Next steps

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

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SpamExperts B.V.
Rokin 113-115
1012 KP Amsterdam
The Netherlands

Phone +31 20 820 0004
Fax +31 43 711 3801
info@spamexperts.com

For more information and a free trial, please go to
www.spamexperts.com