



SPAM EXPERTS®
SIMPLY SPAM FREE

CASE STUDY

ELITEHOST

EMAIL SECURITY IN THE CLOUD OR ON-PREMISES

INCOMING » OUTGOING » ARCHIVING

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

Spam is ubiquitous today and the scammers behind these messages are constantly looking for ways to compromise valid email addresses and use them to send out spam and make it look legit. A conflict such as the one ongoing in Syria provides spammers with a whole new set of scenarios which can be played on in scam emails. The stories are often well thought out, highly sophisticated and may seem completely genuine.

As a consequence, keeping their network secured from spam is never an easy task for webhosting providers. Luckily, they are learning the importance of an anti-spam filter, both incoming and outgoing and are taking measures to prevent spam from leaving their network and prevent being blacklisted by implementing professional [Outgoing Filter Solutions](#), such as SpamExperts!

Quick Read

Elitehost (a division of Optify Systems Ltd) founded in July 2005, is a small privately owned company based in Johannesburg, South Africa. Elitehost currently provides quality shared, reseller and virtual sever hosting out of datacenters in Johannesburg (ZA), Los Angeles (USA) and Maidenhead (UK). Elitehost provides incoming and outgoing filters on all shared and resellers base accounts and quotes for virtual and dedicated servers.

Challenges

Two years ago, with multiple disparate systems to protect their incoming and outgoing email flows, Elitehost was unable to effectively manage the clients emails accounts. Using outgoing limits per domain and SpamAssassin for client filtering, the IT support team used to spend valuable time replying to clients to configure SpamAssassin with the correct scoring, assisting the clients with setting up filtering to send spam to a spam box, looking for outgoing relays and mail commands being used to send masses of spam. The team of Elitehost found themselves struggling with the spam problems that challenged their productivity and efficiency.



elitehost
www.elitehost.co.za

Customer profile

Company	Elitehost
Location	South Africa
Industry	Hosting
Number of Domains	10.000
Products in Use	Local Cloud, Incoming and Outgoing Filter
Website	www.elitehost.co.za

Implementation

Revisiting their search for an email security tool, Elitehost's Jason How-Kow sought to find a system that addressed their most dire needs, including reducing time providing support for spam filtering as well as managing outgoing spam.

After an initial demo, Jason and his team quickly became fans of SpamExperts. 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 anti-spam software in front of their network. The benefits of SpamExperts were immediately clear to Elitehost's team who decided to get a licence of 10.000 domains to accommodate growth.

The software was installed by SpamExperts support and the adoption went great. Elitehost is now using SpamExperts for most of their clients.

Benefits

Since the implementation of SpamExperts system which is fully managed and monitored, internal support intervention has been reduced to the minimum. Most of the time is currently spent upgrading the outgoing mail servers and planning future changes. At times, Elitehost's IT support is required to clear the mail queue on the main mail servers as a result of back scatter spam, which it is a small task compared to previous problems. Elitehost credits the SpamExperts support team with offering quick responses and exceptional support. "We have been very pleased with the SpamExperts support response times. They have been very quick to assist with server reinstalls and RBL (Real Time Blacklist) removals of IPs."

Target Reached

Jason How-Kow explains that with Spamexperts, everyone is now accountable for their work and able to maintain the email filtering in a fraction of the time it used to take: "As we provide the perfect services for mail filtering, we chose to go with SpamExperts and have been very pleased since. We have real time statistics available of spam filtering, real time spam release system for clients to ensure quick delivery in case of false spam reports and many other useful tools we can now provide our clients. We spend less time maintaining our incoming/outgoing spam filtering rules and rely mainly on SpamExperts to do this for us. With emailed reports we can also investigate outgoing spam quickly and efficiently."

Next steps

Contact us to discuss your email security needs!
<http://www.spamexperts.com>
info@spamexperts.com

Take a **Free Trial** to convince yourself of the quality!
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