SPAM EXPERTS®
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CASE STUDY
PROTAGONIST BV

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

Without fear of generalizing, we can certainly say that most of us find unwanted email, including commercial messages known as spam, annoying and time-consuming. To fight this, measures to reduce the spam volume are being constantly taken: international legislation keeps on improving and different internet branch organizations (such as the i2Coaliton) have been formed to regulate and protect the rights of internet users. However, by keeping a close eye on spam trends, we cannot help noticing current increases in the number of spam messages. The threat is far from being over. Different reports suggest that spammers are adapting quickly and, with less money to be made from commercial spam, they are finding other ways of generating income. Phishing emails are such an example where the sender seems to be a prestigious brand such as Amazon or PayPal - companies from which many users commonly receive emails and can be easily tricked to open the attachment. And an even more concerning trend is that of malicious spam sent from compromised accounts to the contacts in the victim's address book, as most of us would not think twice before clicking a link sent by a friend or colleague.

Running a spam filter remains essential to safeguard a webhosting company's network from spam threats and sending out malicious mail. Anti-spam and virus filtering from SpamExperts is a "must have" for any email intensive organization today, while Outgoing Email Filtering is crucial to maintain a good company's network and brand reputation. SpamExperts has developed in-house email security solutions, 100% tailor made for webhosts, in the cloud or on premises, managed, redundant, scalable and affordable.

Quick Read

Protagonist is a high-end webhosting provider, based in the Netherlands. Protagonist BV offers Internet services since 2000 with a focus on web hosting, (virtual) server hosting and domain registrations worldwide. Protagonist's web servers are housed in a green data center where energy saving innovative technologies are used, operating exclusively on green electricity. The server room is a fully redundant network, controlled by Protagonist, guaranteeing continuous service for Protagonist' customers. Protagonist prides itself with excellent service for its over 1000 customers which are reputable companies operating in different industries.

protagonist

Customer profile

Company	Protagonist BV
Location	Rotterdam
Industry	Webhosting
Number of Domains	20.000
Products in Use	Local Cloud, Incoming and Outgoing Filter
Website	www.protagonist.nl

Challenges

Until some time ago, Protagonist was using a competitor's anti spam appliance for its incoming and outgoing filtering needs. The incoming filtering performance was disappointing whilst Protagonist' servers were not protected against being blacklisted. The cost of investment versus quality of results was far from being satisfactory. Protagonist was looking for an incoming filtering solution with maximum accuracy performance and an outgoing filter to professionally protect its network from sending out spam and prevent blacklisting, thus avoid spending effort on the difficult process of getting de-listed. This has lead to Protagonist to change its old provider and rely on SpamExperts Incoming and Outgoing Filters for its network and clients.

SpamExperts manages, updates and monitors the filtering, whilst Protagonist has access through a friendly four-tier web interface with advanced functionality such as permission management, statistics, queuing and reports. Due to the central control server, time spent on manual configurations has been reduced to an absolute minimum, allowing the employees of Protagonist to concentrate on supporting their customers. Last but not least, the total costs saved by changing the former appliance solution have been already significant, due to SpamExperts' unique license model: Protagonist pays for the number of protected domains, with unlimited users/inboxes/email addresses, and free alias domains!

Implementation

Due to its rich local infrastructure of servers, Protagonist selected the SpamExperts Local Cloud solution, which allows to run the SpamExperts software on local hardware, offering a fully scalable and private filtering cluster. The software has been installed and is fully managed by SpamExperts, while Protagonist receives 24/7 real-time updates and support.

Target Reached

"Our upgrade from the slow and expensive Barracuda platform to SpamExperts has been very smooth so far, and we expect a lot from their anti-spam solution. The support and sales teams are both great to work with and they are always ready to help.", says Andre Peeman, COO of Protagonist.

Benefits

As a webhosting company, one of the most challenging tasks is to protect the customers' inboxes from spam and their IPs from being hacked and black-listed. And, as with most things in business, the difference between doing it right and doing it wrong is often determined by having the appropriate tools and resources to manage the process.

SpamExperts was able to offer the right filtering solution based on Protagonist's need and created a win-win situation by offering a professional system installed on local infrastructure within a very short time.

Next steps

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info@spamexperts.com

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