



SPAM EXPERTS®
SIMPLY SPAM FREE

CASE STUDY

MULTIHOSTING

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

Productivity and infrastructure-capacity loss are only two of the negative consequences of spam, the most expensive internet threat. By deploying SpamExperts' centralized, redundant, and scalable solutions, you remain in full control of your systems as we take care of managing all email security problems and safeguarding your network.

Quick Read

MultiHosting is a leading web hosting company headquartered in Greece, providing professional web hosting services since 2003. The company offers domain registration services and is the leader in radio streaming services, as well as a wide-ranging portfolio of web hosting solutions customized to meet customer needs.



Challenges

MultiHosting faced a large problem regarding IP blacklisting and the amount of spam entering its network. Their support team was overwhelmed with the number of complaints coming from customers. The company tried several antispam solutions as well as an in-house developed software; however, it could not see a solid improvement to its problems.

“We were seeing 40% of the working hours at our support department spent fighting with email issues, like server blacklists or outgoing spam emails due to vulnerabilities of websites. We had to find a professional solution to eliminate the percentage of hours spent in email issues, so we came up with Spam Experts,” said Pantelist Kostaris, head system administrator at MultiHosting.

Customer profile

Company	MultiHosting
Location	Greece
Industry	Web and Cloud Hosting
Products in Use	Incoming and Outgoing Filter, Email Archiving
Website	www.multihosting.gr

Implementation

The company deployed SpamExperts incoming and outgoing filtering solutions on local cloud to reduce the amount of spam emails entering its network and give a better email experience to its customers, as well as to eliminate the issues with outgoing spam emails and IP blacklisting.

“We use SpamExperts for filtering outgoing emails in most of our shared hosting servers. We also use the incoming filtering solution, as an added service, with a small fee, in any web hosting package we provide,” added Kostaris.

Benefits

By deploying SpamExperts’ incoming and outgoing filtering solutions, MultiHosting saw a significant decrease in IP blacklisting as well as improvements in the amount of time spent by the support team on email-related complaints.

“We have reduced server IP blacklists to a minimum, so we can now provide great and professional email hosting services to our clients. Also, by reducing time spent on our support department in mail issues, we can provide even better and faster support experience to our clients,” continued Kostaris.

Target Reached

“Our support department was fighting a lot with email issues. We have tried several solutions in the past, some in-house developed and some by third-party vendors. Our aim is to provide professional web hosting services and, in order to achieve that, there is one only way: to also have professional partners... and SpamExperts is one of them!”, said Kostaris.

Next steps

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

Take a **Free Trial** to convince yourself of the quality!
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Check our solutions for Webhosts, ISPs & Telcos,
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