



**SPAM EXPERTS®**  
SIMPLY SPAM FREE

## **CASE STUDY**

# **PT. MASTER WEB NETWORK**

# 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

SpamExperts solutions protect a webhost's network against all email based threats, inbound and outbound. Our solutions are in-house developed and offer an accuracy rate of nearly 100%. SpamExperts solutions are tailor made to suit the needs of Webhosts, ISPs/Telcos and large organizations, as well as Resellers and Distributors. Having full email protection at network level will help companies save significant resources and keep end-users happy and in full control through the user-friendly SpamPanel administration interface.

### Quick Read

PT. Master Web Network / MWN is a company that focuses on web hosting services such as Domain Name, Shared Hosting, VPS, Server Colocation, Dedicated Servers and Managed Servers. Since its establishment in 2001, it has been a company dedicated to providing the best service to their customers. In 2004 PT. Master Web Network received the title as the number 1 web hosting company in Indonesia with the most subscribers, according to [Webhosting.info](http://Webhosting.info) statistics.

For more information, visit their website [www.masterweb.com](http://www.masterweb.com).

### Challenges

Before partnering up with SpamExperts, outbound spam was the main problem the team at Master Web Network had to face. As it became quite often for the IP address to get blacklisted, a lot of time and effort were wasted on whitelisting or changing the IP address. As a consequence, clients complained that their emails were not working properly, which would eventually lead to reputation damage and client loss. The use of an in-house developed anti-spam and virus filter was not efficient enough for the high amount of incoming and outgoing spam messages. Following these failed attempts, the team at Master Web Network began searching for a robust email filtering solution to ensure complete protection: inbound filtering for spam, viruses and phishing attacks and outbound filtering, especially useful to prevent clients inadvertently sending out virus or spam. The options were narrowed down to SpamExperts, which was chosen for overall spam protection accuracy and full management of the solution.



### Customer profile

<b>Company</b>	PT. Master Web Network
<b>Location</b>	DKI Jakarta, Indonesia
<b>Industry</b>	Shared webhosting
<b>Number of filtered domains</b>	2,500 domains incoming 50,000 domains outgoing
<b>Products in Use</b>	Local Cloud, Incoming and Outgoing Filtering
<b>Website</b>	<a href="http://www.masterweb.com">www.masterweb.com</a>

## Implementation

Master Web Network implemented professional Email Security solutions from SpamExperts in 2012 and has been using them for both incoming and outgoing messages, with a focus on outgoing filtering. Although in the very beginning they had a license only for outgoing filtering, the team soon understood the importance of having a fully secure email infrastructure and upgraded to incoming filtering, as well.

As a webhosting company, providing a proven spam solution with exceptionally low latency was mandatory. The Local Cloud solution offers them the flexibility to use their own hardware, creating a private filtering wall in front of their infrastructure.

## Benefits

After implementing SpamExperts Incoming filter, the team at Master Web Network noticed a significant decrease in the amount of incoming spam. Besides drastically lowering the amount of spam received, the Incoming filter has saved the company time and money. Thus, as fewer resources are lost through manual adjustments of the filter, the team can now focus on bringing more value-added service to their end-customers. Furthermore, 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.

## Target Reached

“The SpamExperts support team has done a great job for us! The service is running smoothly and we no longer had to deal with the hassle of personally managing spam,” said Tommie Haryanto, COO Master Web Network.

### Next steps

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Contact us to discuss your email security needs!  
[sales@spamexperts.com](mailto:sales@spamexperts.com)

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<http://trial.spamexperts.com>

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